

LONDON BOROUGH OF MERTON
ENVIRONMENT, CIVIC PRIDE & CLIMATE
JOB DESCRIPTION

POST TITLE: Head of Community Safety, CCTV & Resilience

GRADE: MG2

DEPARTMENT: Public Protection

LOCATION: Civic Centre

REPORTING TO: Director of Public Protection

RESPONSIBLE FOR:

Community Safety Team Manager x 1

CCTV Manager x 1

Emergency Planning and Business Continuity Manager x 1

Senior Project Officer x 1

POST NO: TBC

Date: November 2023

Job Purpose

- Lead, direct and manage the partnerships Community Safety function, in line with legislative and policy frameworks and alongside national and local targets. Be responsible for the effective delivery of the Community Safety service (known locally as Safer Merton) alongside leading and managing the service specific deployable CCTV functionality.
- Strategically lead, manage and develop the statutory Community Safety partnership to ensure that it delivers the community safety agenda.
- To operate as the council's lead on major criminal incidents such as murder, terrorist attacks etc, providing strategic and operation guidance and advice to internal and external partners and ensuring a robust partnership response. Briefing other Senior Leaders, councillors and other elected representatives.
- To lead on and develop a detailed business plan for the continuing transformation of Community Safety, CCTV Services, and Emergency planning and Business Continuity functions, which recognises the statutory requirements, legislative drivers and opportunities to develop the service within on-going resource constraints.
- To be the strategic lead on the Community Safety priorities such as Counter Terrorism, Violence Against Women and Girls (with a considered focus on Domestic Violence and Abuse, Sexual Violence and prostitution), Hate Crime, Reducing Re-Offending (18+), Serious Violence and Criminal Exploitation Integrated Offender Management, Anti-Social Behaviour, Business Crime and Cyber Crime alongside leading on approaches

to tackle Organised Criminal Networks. The post holder will also lead on strategic approaches to victim and witness support to facilitate greater outcomes for victims within Merton.

- The post holder will support and enable the Council to fulfil its duties and establish correct relationships with the Government, partners and other stakeholders, local, regional and national, to prevent and reduce crime, disorder, problematic drug use and anti-social behaviour.
- Be the lead officer for liaison and work delivered alongside, and by, the Mayor's Office for Policing and Crime (MOPAC), London Violence Reduction Unit, London Councils and National Government ensuring that the Community Safety Partnership delivers their work against relevant statutory requirements.
- To keep abreast and oversee the development of existing policies and legislation as well as new legislation and initiatives nationally and regionally within Community Safety, Emergency Planning and Business Continuity, formulating appropriate responses on behalf of the authority. Being the Councils subject matter expert and providing updates and briefings to other Senior Leaders, Councillors and other elected members.
- To ensure that the Community Safety Partnership, and Council meets its statutory duties under the Crime and Disorder Act 1998, Police Reform Act 2002, Anti-Social behaviour Crime & Policing Act 2014, Police and Justice Act 2006, Domestic Violence Crime and Victims Act 2004 and any subsequent emerging legislation.
- To ensure the statutory Borough Resilience Forum, and Council as a whole, comply with the Civil Contingencies Act 2004 and any subsequent emerging legislation. Ensure the Council is complying with duties as a Category 1 responder.
- Identify service needs, plan and develop policies and strategies and allocate resources aimed at delivering high-quality, cost-effective services.
- To engender effective officer/ Member relations; in particular to act as the lead officer in public meetings and keeping Members informed on relevant service issues, attending relevant portfolio meetings and brief members, prepare reports and recommendations for Council's Scrutiny Panels and decision makers and to be attend such meetings to present reports and offer advice to elected members;
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MAIN DUTIES AND RESPONSIBILITIES

- To lead in the promotion and understanding of the Councils' statutory responsibilities regarding Community Safety and Emergency Planning and Business Continuity and to provide strategic, policy and professional advice and support to the Executive Director of Environment, Civic Pride & Climate, alongside other members of the Senior Management Team, other Council Chief Officers, Members, and partner agencies.

- To be strategically and operationally responsible for recruiting, training, leading, motivating and directing all of the Community Safety colleagues to set, contribute to, and achieve clear outcomes facilitating delivery of an efficient and effective service.
- Lead on the production and implementation of strategies and action plans aimed at reducing crime, disorder, counter terrorism, reducing re-offending and anti-social behaviour, including strategies to tackle specific aspects of crime and disorder and the over-arching strategies required under the Crime and Disorder Act (and its review) and other existing / emerging legislation.
- Lead on the local production and implementation of Emergency Planning and Business Continuity capabilities and frameworks, aligned to regional and national risk assessments, consulting on plans, and ensuring the Council meets its statutory duty for preparedness as a Category 1 responder.
- To be the principal policy advisor to the council and its partners with regard to community safety, CCTV, Emergency Planning and Business Continuity, including existing and emerging legislation and directives, dealing with a wide range of work of a complex nature involving continual change and pressure.
- To lead and manage the statutory work for the partnership ensuring that the annual Strategic Assessments and Community Safety Partnership strategies and plans are consulted on, are evidence rich and are delivered on time, including any new legislation requirements such as the Serious Violence Duty.
- To be the lead Community Safety and Emergency Planning expert on strategic boards and forums such as Safeguarding Children's Board, Safeguarding Adults Board, Health and Wellbeing Board and Borough Resilience Forum This work also requires the post holder to be the lead expert on subgroups to these forums shaping policy and operational direction.
- To analyse trends, make forecasts and recommend policy changes to tackle identified problems including securing allocation of necessary resources.
- Identify priorities, performance targets and the most effective response to workload pressures; and to direct work programmes accordingly.
- To be the lead Community Safety, CCTV and Emergency Planning and Business Continuity expert for the Council, providing advice to elected members, senior management and other partners/stakeholders, including locally, regionally and nationally.
- To develop and maintain strong relationships with elected members, the leader, MPs and GLA members to ensure that Merton's politicians are fully engaged and supported within the Safer Merton work area.
- To lead work with partner agencies to reduce crime, the fear of crime and anti-social behaviour and to ensure that the wider partnership is developed to meet ever changing needs.

- To lead on the delivery of strategies and performance delivering the national regional and local agendas on crime, disorder, offenders and victims, in partnership with the Council, Police, Fire, Probation Service and other stakeholders and partners.
- To oversee the strategic development of the Safer Neighbourhood Board and undertaking the role of critical friends for the boards operational focus.

To be the main contact and maintain effective partnership working with the Police, MOPAC, London Violence Reduction Unit (VRU) and London Councils.

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- To oversee the commissioning of services and performance manage the work of the Safer Merton team, understanding the priorities and demands of the whole service and to assume responsibility for planning and managing the resources of the section.
- To maximise funding sources for community safety, CCTV and emergency planning and business continuity priorities and to manage and maintain budgets allocated to the Safer Merton section.
- To initiate and submit all grant applications relating to Safer Merton and provide management oversight and timely returns on all approved bids.
- To set clear targets for the effective performance management of the service to ensure continuous improvement and monitor Safer Merton performance against agreed targets.
- To lead a team of staff, formulate and be responsible for delivering clear workforce development strategies and identify the development needs across the Safer Merton.
- To represent the local authority at appropriate pan London and national working groups and strategic boards.
- To represent the directorate, local authority and Community Safety Partnership in meetings with Government, Regional Agencies and other local public/private voluntary/community sector organisations.
- To prepare and present reports to appropriate Council meetings and other partnership meetings as required.
- To build effective relationships with key partners at national, regional and local level and to act as the principal contact for the Home Office, Government Office for London, London Councils, Mayors Office for Policing and Crime (MOPAC), Police, Fire Service, Health Services, Probation, and other strategic partners with regard to community safety, emergency planning and business continuity services and strategies.
- To deputise for the Director, Executive Director and/or Council as appropriate at internal/external meetings.
- To promote and communicate the vision, values, objectives and priorities of Safer Merton.
- To carry out other duties appropriate to the gradings of the post.

- To work evenings and weekends as required.

RESPONSIBILITIES SPECIFIC TO MANAGEMENT OF PUBLIC SPACE CCTV

- To be responsible for all officers that work within Community Safety, Emergency planning and CCTV Services comply with all legislative requirements including guidance from public bodies such as the information commissioner ensuring excellent, internal and external communications and continuously work towards developing the highest reputational image and credibility for the service whilst always focusing on being responsive to and aware of stakeholder needs.
- To ensure active cooperation with other sections or external partners involved in the production, implementation, management, development and review of the services.
- To lead the service in a dynamic and inspirational manner, ensuring the motivation and maintenance of high technical and professional standards of all officers.
- To provide strategic oversight and guidance to the upgrade of CCTV provision with reference to the review of the service covering the number, quality, and location of the CCTV cameras.
- To represent the department as required at both internal and external meetings and to ensure effective liaison with other council departments, other local authorities and outside bodies.
- Responsible for providing regular reports to the Assistant Director, Director, Chief Executive and Members regarding performance of CCTV KPIs and upgrade progress against milestone.
- Ensure that all staff is trained, registered with the SIA and comply with the following Public Space CCTV legislation;
 - Data Protection Act, DPA code of practise
 - DPA Right of Subject Access
 - Surveillance codes of practise
 - Regulation of Investigatory Powers Act 2000, RIPA

Responsibilities specific to Emergency Planning and Business Continuity

- To lead work with internal and external agencies to ensure the Council, partners and communities are prepared in relation to Emergency planning matters. To ensure the local authority and its emergency planning and response documentation and plans are in accordance with the Resilience Standards for London and establish corporate processes for monitoring compliance across all six Directorates.
- Develop robust arrangements to ensure that the Borough's Major Emergency Plans are regularly reviewed, updated, tested and exercised. Ensure that the major

emergency planning arrangements can deal with the full range of emergency civil protection needs, in the risk range from Medium to Catastrophic, including Military conflict, terrorism, conflagration, flooding, public disorder, severe weather and other peacetime civil emergencies.

- Provide expert advice and guidance on current and proposed emergency planning / civil protection legislation and business continuity best practice to Members, chief officers and other senior leadership colleagues.
- Establish and maintain contacts with Government Departments and agencies e.g.: Cabinet Office, London Resilience Group (LRG), Environment Agency, Health and Safety Executive, MPS, LFB, LAS, and the NHS to ensure that all available information sources on emergency planning, civil protection, emergency management and business continuity arrangements are pursued.
- Ensure that the Emergency planning officers and the wider council assess the risks to the Borough, its services and residents through the completion of civil protection and business continuity impact risk assessments and ensure that the assessments are used to update the Borough Major Emergency Plan. Ensure complete regular reviews of these plans and plans are tested and exercised.
- Convene and chair debriefing sessions following local or major civil emergency incidents or exercises, reporting on outcomes, 'lessons learned' and identifying and implementing necessary improvements to response services.
- Ensure the council is able to provide a 24/7 strategic and operational response to incidents and oversee the council's response to an emergency, ensuring the team and council are coordinating resources, tasking staff with relevant expertise as required. To ensure resilience 365 days per year the post holder will lead the team to develop and coordinate a cadre of senior Directors, Civil Protection Coordinators, Local Authority Liaison Officers, and Senior Humanitarian Assistance Officers. This will include maintaining a 24/7 call out rota to support the on-call Corporate Director / Director in the event of a civil emergency.
- As the Head of Service and as a Council "silver", will personally provide on-call cover, attend and participate in, multi-agency training, exercises and seminars held in the Borough, or in Greater London, where participating players will include the emergency services, other London Boroughs, Utilities, Partner groups-e.g., major commercial businesses, Registered Providers of Social Housing, NHS / local health authority, business leaders and voluntary groups etc.
- Prepare reports for chief officers and members, including the annual report to the Corporate Leadership Team to ensure they are fully briefed on all emergency planning and business continuity issues that could impact on the council's capacity and capability to respond to a major incident.
- In conjunction with the regulatory bodies ensure that the necessary arrangements and off-site plans are in place to meet the Council's obligations under existing and future legislation with respect to any identified ('hazardous') sites within the borough (such as those within the scope of the Control of Major Accident Hazards (COMAH) Regulations). To arrange or assist with joint multi-agency exercises to test these plans when required.

PEOPLE MANAGEMENT

- Lead in a dynamic and inspirational manner ensuring the motivation and maintenance of the highest professional standards of all officers. In particular to coach and mentor all local authority staff and partner staff who work within the Community Safety Partnership and/or whom work within a wider community safety and emergency planning setting
- Be responsible for performance managing the Community Safety Partnership and Borough Resilience Forum delivered locally via the Safer Merton Team, including partnership staff and voluntary staff who work within the Partnership structure.
- To achieve service delivery and the consistent achievement of agreed service outcomes and within this to identify the competencies and development needs of teams and individuals.
- Lead, develop and empower LBM employees promoting a culture of continuous learning and development; responsible for identifying areas of self-development which will contribute to high level performance and career development.
- Lead, develop and empower partner employees attached to Safer Merton promoting a culture of continuous learning and development; responsible for identifying areas of self-development which will contribute to high level performance and career development.
- Oversee the work of Merton Safer Neighbourhood Board to ensure that it delivers the scrutiny and commissioning required by MOPAC.
- Lead and manage investigations into staff misconduct as required.

GENERAL

- Undertake other management responsibilities as by the Director of Public Protection, Executive Director for Environment, Civic Pride & Climate and the Chief Executive
- Undertake investigatory and strategic planning to address key partnership challenges as directed by the Metropolitan and/or London Fire Brigade Borough Commanders.
- Carry out responsibilities in accordance with the council's equal opportunities policies for employment and service delivery.
- Ensure the implementation of the council's human resources strategies and policies and compliance with the council's financial regulations.
- Ensure the implementation of the council's health and safety policies.
- Attend meetings out of office hours as required.

- The post holder must obtain a clean enhanced DBS (Disclosure and Barring Service) check and undertake renewals every three years.
- The post holder must ensure that each team member has a clean and valid DBS check with renewal every three years.
- The post holder must ensure that officers requiring police security clearance has obtained them every decade and that these are free of any conviction.
- Where appropriate the post holder may be subject undergoing police security clearance with renewal every decade.

FINANCE AND RESOURCES

- To understand the priorities and demands of the whole service and take responsibility for planning and managing all resources to deliver the effective and efficient provision of a comprehensive range of community safety service, together with associated administrative service;
- As cost centre manager to prepare, monitor and manage the appropriate revenue and capital budgets totalling circa £4million, taking into account statutory and local service priorities and wider Council budget frameworks.
- To forecast, monitor and review the use of resources across the financial year to ensure that they are used appropriately to achieve the aims and objectives of the community safety service.
- To ensure that the use of IT (Information Technology) is kept under active review to maximise its effectiveness and to identify opportunities for enabling new and improved ways of working.
- To explore, initiate and develop new business opportunities for the service including the development of charged for services and the formulation of bids to be submitted to central government and the London Mayor's office for funding to support local community safety objectives.

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ENVIRONMENT, CIVIC PRIDE & CLIMATE
PERSON SPECIFICATION

POST TITLE: Head of Community Safety, CCTV & Resilience
GRADE: MG2 **Date: November 2023**

KNOWLEDGE AND EXPERIENCE

- Comprehensive knowledge of existing and emerging relevant legislation and regulations relevant to the work of the section.
- Comprehensive operational experience of using legislation to achieve outcomes. Experience must include Crime and Disorder Act 1998, Police Reform Act 2002, Anti-Social behaviour Crime & Policing Act 2014, Police and Justice Act 2006, Domestic Violence Crime and Victims Act 2004, Civil Contingencies Act 2004.
- Extensive experience of team management.
- Extensive experience of partnership working and partnership management.
- Knowledge and experience of establishing, operating and delivery of effective and robust performance frameworks.
- Experience of or ability to manage budgets and act as Cost Centre Manager for core council funds.
- Experience of securing external funding to deliver Community Safety operations ensuring that work undertaken meets the set outcomes.
- Substantial experience and proven success of working in partnership to resolve both location based and people based issues at both within the council and at inter agency levels.
- Ability to comply with the Council's equal opportunities policies and customer care agenda.
- Experience of managing/ supervising staff at a senior level within a complex and changing environment.
- Ability to demonstrate continuous professional development in the field of Community Safety, CCTV, emergency planning and business continuity.
- Significant experience of working with regional and national bodies to deliver safer communities.

- Significant understanding and experience of operational and strategic policing and how these impact upon local authorities and partnership working.

SKILLS

- Highly efficient and competent at communicating in an open style with strong verbal and written communication and negotiation skills for a wide ranging audience.
- Ability to lead, manage, motivate and mentor staff.
- Ability to understand significant volumes of data in order to address key strategic and emerging areas across crime and disorder.
- Ability to formulate and maintain strong professional relationships with senior council management, elected members and partners.
- Professional commitment and understanding of performance and budget management ensuring that services are delivered to high standards and within relevant budgetary means.