



LONDON BOROUGH OF MERTON

Regulatory Services Partnership (RSP)

JOB DESCRIPTION

POST TITLE: Lead Officer

Grade: ME15

DIVISION/SECTION: Commercial/Residential & Pollution

Location: Various offices in Merton/Richmond/Wandsworth according to the needs of the service. Site visits as necessary

Responsible for: 3-11 Professional and Technical staff in a specific area

Responsible to: Team Manager

Post number: TBC

Date: February 2019

Main Purpose

The post holder will provide day to day operational management of a Residential/Pollution or Commercial activity delivery team over three boroughs. This person will ensure that the team delivers and meets all of its statutory obligations, performance standards and service delivery plans, as agreed with the Team Manager.

Responsible for leading and developing professional and technical officers in the delivery of services and enforcement of relevant legislation to one of six specialist teams:

- Food and Health and Safety
- Licensing
- Trading Standards
- Noise and Environmental Enforcement
- Air Quality and Contaminated Land
- Private Sector Housing

Specific Duties and Responsibilities

- To lead and line manage a delivery team of professional and technical officers, identifying priorities and allocating workload within the team, monitor performance against work programme targets and provide regular reports on progress to the Team Manager. Ensuring that service delivery objectives are met within agreed timescales.
- Responsible for any budget management and savings targets allocated to their area of delivery.



- Maintain a high level of technical and legislative knowledge in the subject areas covered by the team, advising on new and emerging issues impacting on the service and the preparation and implementation of annual work and/or service programmes.
- To implement quality monitoring and auditing systems to ensure that services are delivered to a consistent and professional standard and in accordance with national and divisional guidance and Council procedures
- Work with the Team Manager to review and transform as necessary all processes across the shared service ensuring that they are fit for purpose and support the operational model for the Tri Borough Regulatory Services Partnership – to include improved efficiency and effectiveness as well as maintaining an agreed quality of service.
- To oversee and monitor enforcement action including preparation of case files, conducting case reviews, issuing cautions and attending court as necessary. Assist others and/or lead on complex, contentious and demanding issues within their area of expertise.
- In liaison with the Business Support Team Manager, produce management performance information, statutory returns, respond to requests for information from Government & internal departments, other statutory bodies, internal and external auditors and to relevant Freedom of Information requests.
- Act as point of contact for members of the public and businesses including, but not limited to, complaints, enquiries and information management as required by their Team Manager.
- To ensure the team makes appropriate use of communication and information technology systems and information is accurately recorded and stored in accordance with data protection requirements and Council policies and procedures and to ensure relevant information on the Council's websites is updated as required.
- To develop and maintain effective partnership working with external and internal agencies & officers, providing advice in relation to matters within the specialist functional area and drafting bids for external funding where requested.
- Administer licensing schemes and grant programmes in accordance with statutory and local time frames, agreed procedures and within agreed budgets.
- Manage staff in line with the Council's policies and procedures, including developing, training and mentoring staff.
- Identify and deliver individual training and development needs having regard to the Councils learning and development programmes and policies and supervise and mentor professional trainees.
- Work with the Team Managers to develop the service to trade as a commercial entity and to seek additional opportunities for income generation.
- Ensure staff compliance, with all relevant corporate policies including, but not limited to, absence, discipline, grievance, data security, information management, complaint handling, health and safety and enforcement

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming



environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Tri Borough Regulatory Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- Requirement to work on site and in the field as necessary.
- To work flexibly, produce reports and be able to attend and speak at external & internal meetings and Council Committees as required.
- To work on other specialist teams and to provide cover for other Team Managers where required to meet the needs of the service and deputise for the Residential or Commercial Services Manager when required.
- Participate in the Tri Borough out of hours emergency contact scheme and ensure all of the appropriate protocols, structures and reporting are followed.
- The postholder will be required to be flexible in their working arrangements. This agile working will include office working, home working, working from satellite offices and visits to all parts of all three boroughs as necessary.



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Skills and Knowledge

The postholder is expected to have the ability to;

- Act as primary deputy for their Team Manager
- provide expert advice to others on their function areas
- manage staff and ensure that service delivery objectives are met within agreed timescales
- understand risk management and be able to implement reviews and improvements as necessary
- identify, develop and lead on the implementation of proactive strategies to deal with new service demands, statutory requirements and problem areas
- be aware of, and ensure staff compliance, with all relevant corporate policies including, but not limited to, absence, discipline, grievance, data security, information management, complaint handling, health and safety and enforcement

Experience

The postholder is expected to have experience;

- as an Environmental Health or Licensing/Food/PSH/Trading Standards Practitioner or extensive experience in a related field.



- In depth knowledge in at least one of following professional disciplines: Food Safety, Trading Standards, Local Authority Licensing, Private Sector Housing, Environmental Protection or Noise and statutory nuisance
- Knowledge and understanding of the scope and role of regulatory codes of practice, the Police and Criminal Evidence Act and Regulation of Investigatory Powers Act
- of undertaking contentious and complex investigations of regional and national significance
- Experience of managing small group(s) of staff with positive outcomes
- Evidence of successfully managing change
- Some experience of appropriately managing budgets and allocating staff resources. Experience of managing physical resources such as items of equipment/materials or small sums of cash.
- in meeting and monitoring of key objectives
- of developing and documenting best practice policies and procedures.
- of representing the Council at regional and national forums.
- of contributing to departmental projects / objectives.
- Significant experience of using standard IT packages and ability to support others in their day to day use.
- Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.
- Good level of experience in successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting.
- Able to use Civica/Northgate (or a similar package) to record casework, monitor caseloads and management data and to train and support other members of staff on day to day use.
- Ability to work as part of a team and be able to deal confidently, calmly and sensitively with colleagues. Council, Members, the public and contractors.

Qualifications

- Diploma or Degree in Environmental Health or Trading Standards or appropriate professional qualification in licensing, such as Institute of Licensing Professional Licensing Practitioner qualification or equivalent

And, as appropriate,

- Certificate of Registration with the Environmental Health Officers Registration Board
- or equivalent other specialist qualification