



LONDON BOROUGH OF MERTON

ENVIRONMENT AND REGENERATION DEPARTMENT

JOB DESCRIPTION

POST TITLE: Team Manager (COVID-19 Lead)

Grade: MGA

Budget - £710k

DIVISION/SECTION: Regulatory Services Partnership

Location: Civic Centre

Responsible to: Residential & Pollution Services Manager

Responsible for: Management responsibility for a team of Covid-19 specialist officers

Post number: TBC

Date: October 2021

MAIN PURPOSE

1. To lead a team of technical staff in the provision of Covid-19 outbreak control and business recovery functions across the shared service on behalf of the London Boroughs of Merton, Richmond upon Thames and Wandsworth. Ensure the delivery of high technical and professional standards including providing high quality advice to the Council, its clients, partners and the general public.
2. The post holder will be the professional expert on Covid-19 regulatory matters and deal with complex issues relating to outbreak control, Local case Tracing and business recovery and will lead on those most challenging issues
3. To review and transform all processes relating to the RSP's Covid-19 activities across the shared service ensuring that they are fit for purpose and support the operational model for the shared service which includes improved efficiency and effectiveness at the point of delivery.
4. The post holder will work with the Business Development Manager to develop an approach to mainstreaming Covid-19 workloads into the service specifically looking at how Local Case Tracing and outbreak control can be embedded into the services core workloads.
5. To monitor revenue projects and provide regular and accurate project and financial management information to senior managers.
6. To provide relevant expertise and professional knowledge input into departmental and corporate initiatives and projects where required and to lead on specific projects.
7. To deputise for Senior Management when appropriate. To contribute to the management of the service as a whole.

RESPONSIBILITIES

1. To be responsible for the management, direction and support of the services Covid-19 staff to deliver the range of operational responses, actions and agreed plans across the partnership.
2. The post holder will horizon scan the legislative framework for Covid-19 matters and determine any changes in the government's approach which will impact on delivery and support the team in implementing those changes.
3. To lead, manage and co-ordinate the management of emergencies such as surge testing and large-scale Covid-19 outbreaks, in order to eliminate or minimise risks to public health, providing advice to the partners, members of the public and other stakeholders.
4. To work closely with other Council services, including Public Health, other teams within the Regulatory Services Partnership, other divisions of the

Environment & Regeneration Department and other Departments of the Council, to ensure the effective and efficient delivery of the RSP's Covid-19 functions.

5. To ensure value for money in the use of resources and maximise external and internal funding opportunities (both capital and revenue) for projects.
6. To take full responsibility for the control and management of the budgets assigned to the team and to provide accurate and timely information with respect of costs, commitments and expenditure as required.
7. To be responsible for and manage the successful delivery of projects for which the team is responsible through the establishment and effective operation of appropriate project management, monitoring and reporting systems including evaluating and reporting on the progress and impact of all projects on a regular basis.
8. To project manage multi-disciplinary project teams including to undertake a range of complex and diverse tasks outside the normal sphere of management responsibility.
9. To develop, as appropriate, new projects that contribute to the achievement of the Council's objectives and to seek to secure funding to support their implementation.
10. To be responsible for the achievement and maintenance of high professional and technical standards within the team including ensuring an up to date knowledge of relevant legislation, regulations, guidance and standards to ensure that the team provides a high standard of professional advice in relation to regulatory services within the department and Council, and for elected Members.
11. To ensure that all statutory duties that fall within the remit of the team are managed and discharged in a timely and effective manner.
12. To develop and maintain strong and effective working relationships at a senior level with key organisations at national, regional, sub-regional and local level as appropriate.
13. To seek and promote pro-active links with pan-London partnerships to secure funds for measures to promote and assist regulatory services projects. To maintain knowledge of funding regimes appropriate to the projects and programmes of the division.
14. To contribute to the relevant policy and strategy documents e.g. the Target Operating Model and Risk Register.
15. To prepare and oversee the preparation of reports by other staff in the Covid-19 response team and to ensure the quality and timeliness of reports to

Committees, Cabinet, Cabinet Members, Scrutiny Panels, Full Council and other consultative forums, and deputise in the absence of the Head of Regulatory Services and Senior Managers on behalf of the Environment and Regeneration Department at these meetings.

To ensure excellent communication with local residents and business communities and ensure their participation in service delivery and programmes in line with Council policy.

16. To contribute to the preparation of the section's annual business plan and within it to assign SMART performance targets for both the team and individuals.
17. To manage and motivate the staff within the team, ensuring the delivery of business/service plan objectives and priorities.
18. To ensure the effective monitoring of staff performance, including carrying out staff appraisals, one to one meetings, sickness and attendance monitoring in accordance with departmental and corporate procedures.
19. To contribute to the management of the section/division and to deputise for the senior managers or for other managers in the section in their absence as required.
20. To lead or participate in divisional, departmental or corporate initiatives as required.
21. To ensure that correspondence, telephone and electronic communications are dealt with in accordance with the Council's response time standards and that the quality of letters is acceptable in terms of their technical content and customer care.
22. Prepare evidence and represent the Council as expert witness at court hearings, tribunals or public inquiries as required.
23. Manage tendering and contract procedures for the service area in accordance with the Council's Contract Standing Orders.
24. Oversee the preparation of contract documentation, the evaluation of bids and advise on and agree the appointment of contractors/consultants to undertake works, studies or projects.
25. Ensure satisfactory contract management arrangements are in place for those contractors/consultants undertaking works, designs and other complex engineering related assignments.
26. To take part in the appointment of staff to the service including short listing and interviewing and carrying out staff appraisals, career grade reviews, identifying staff training needs and monitoring the effectiveness of training provided.

27. To recruit and manage temporary staff, for example, to acquire specialist skills or cover peak demand in the work programme.
28. Carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation.
29. To carry out any other duties appropriate as required by senior managers and the Head of the Regulatory Services Partnership.

ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

OTHER REQUIREMENTS

Health & Safety

To ensure that corporate and departmental health and safety policies and procedures are implemented at all times and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

Equal Opportunities

To be aware of the council's Equal Opportunities Policy: to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.

New Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



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PERSON SPECIFICATION

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Skills and Abilities

1. Highly developed skills in relation to the planning, programming, monitoring and delivery of projects and programmes of work in accordance with required timescales.
2. An ability to quickly analyse and interpret complex written, numerical and financial information.
3. An ability to work collaboratively and build effective teams and relationships not dependent on hierarchy and line management.

4. A personal commitment to provide/enable delivery of high quality services to customers/clients.
5. The ability to build productive and effective partnerships with key stakeholders as well as leaders of other public, private, voluntary sector and community organisations.
6. Demonstrable well developed political awareness and negotiation skills.
7. Apply value for money principles to ensure the most cost effective outcomes are achieved within limited resources.
8. Excellent verbal, written and presentation skills with the ability to communicate clearly, effectively and be highly credible and influential with elected Members and other public and private partners and stakeholders.
9. Strong interpersonal skills to maintain effective relationships with colleagues at all levels.
10. Ability to lead, manage and implement change in line with Council policy and procedures.

Knowledge and Experience

11. Evidence of a clear understanding of regulatory functions relating to Covid-19 functions and how they should be supported.
12. Experience of leading and managing a team in the field of regulatory services or infection control with linkages to a number of related services, ensuring that the synergies between these services are focused on delivering clear outcomes.
13. Sound knowledge of Covid-19 legislation and guidance.
14. Knowledge and experience of external funding regimes.
15. Experience of participation in corporate decision making.
16. A sound grasp of service/business planning.
17. Experience of managing, motivating and developing a diverse staff team and involving staff in the effective management of change.
18. Experiencing in managing changing priorities and demands in a political environment.

19. Political awareness and an ability to work in a co-operative and constructive manner with other managers and Council Members.
20. Experience of managing financial (including complex programme and project budgets) and human resources.
21. Highly developed analytical skills and proven experience of managing performance.
22. A demonstrated commitment to the principles of equality of opportunity and a comprehensive understanding of the ways in which those principles can be reflected in service delivery and the workforce.
23. Evidence of understanding and contributing to partnership working through Local Strategic Partnerships or other multi agency frameworks.

Qualifications

24. Educated to a degree level or equivalent in a relevant discipline or extensive relevant practical experience.
25. Experience of working in a political environment.
26. Membership of a relevant professional body and evidence of continued professional development.