

## Role Profile

<b>Job Title:</b>	<b>Head of Environmental Health – Consumer and Public Protection</b>
<b>Location:</b>	<b>Colindale</b>
<b>Department:</b>	<b>Environmental Health – Consumer and Public Protection</b>
<b>Directorate:</b>	<b>Assurance and Public Protection</b>
<b>Grade:</b>	<b>Grade 7</b>
<b>Type of Working:</b>	<b>Hybrid Working</b>
<b>Reports to:</b>	<b>Assistant Director Counter Fraud, Community Safety &amp; Protection</b>

### 1. Job Purpose:

To lead and report on the strategic development, design, management and implementation of a high-profile, high-quality Consumer and Public Protection services comprising of Trading Standards, Licensing, Food Safety, Pest Control, Public Health Noise Nuisance and Scientific Services.

As part of the Assurance Directorates senior management team, develop plans to deliver the Councils objectives. Focus upon the long-term strategic management and contribute to the wider longer-term business strategy; using knowledge of the competitive environment to inform strategic direction and drive performance improvements within the Consumer and public Protection services.

To collaborate with partners and partner organisations to ensure consistent, effective, and efficient approaches to the delivery of services. You will provide high quality professional advice and support to Elected Members, the Divisional and Strategic Directors and Service Managers through the constitutional framework and management line.

To chair the Safety Advisory Group.

To liaise with the Assistant Director Counter Fraud, Community Safety & Protection in respect of the governments CONTEST program, specifically the PROTECT element.

To work closely with Police and partners on a regular basis to combat crime in the borough where Consumer and Public Protection officers have a remit and delegated authority to act.

To oversee and authorise the work of the Service Managers, Team Leaders and Officers operating within the Consumer and Public Protection services.

To authorise and instruct formal proceedings and prosecutions legal.

## 2. Key accountabilities:

- Exercise strategic leadership in respect of key services within the scope of Consumer and Public Protection services including:
  - Licensing
  - Food Safety
  - Safety and Pest Control
  - Trading Standards
  - Public Health Noise Nuisance
  - Scientific Services
- To respond to complex cases, lead on co-ordinating multi-agency operations and ensure effective tasking of partnership resources.
- To lead and direct the development and implementation of policies, plans and budgets to deliver effective and efficient services within legislative requirements and in compliance with the Council's policies, financial regulations and standing orders.
- To lead and develop a detailed business plan for the service which recognises the legislative drivers and opportunities to develop the service within on-going resource constraints.
- To contribute to corporate program boards which develop strategy and policy, implement programs and projects, and monitor performance.
- To use creativity and innovation to build upon and improve existing systems to ensure that customer interfaces are improved, and opportunities realised through the adoption of new ways of working and innovative technology.
- To be the 'subject matter expert' on all Consumer and Public Protection service matters and provide advice and guidance on the same to senior managers and elected members
- To understand the priorities and demands of the whole service and take responsibility for planning and managing all resources to deliver an effective and efficient service;
- To set clear targets for the managers and staff teams reporting and monitor performance
- To develop and be responsible for delivering a clear workforce development strategy, identifying any development needs across the service;
- To be responsible for and focused on developing the Consumer and Public Protection Services Partnership to ensure the continuous improvement, efficiency, and highest standards of service delivery;
- To ensure active cooperation with other sections or external partners involved in the production, implementation, management, development and review of the services' licensing and gambling policy statements, statutory service delivery plans, food service plan, air quality action plans and contaminated land strategy across the borough.
- 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 represent the Assistant Director, Director, or Council as appropriate at external meetings.

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### 3. Financial Responsibilities:

- To contribute to the annual review and alignment of service policy and budget planning processes within the context of statutory and local service priorities and the wider council budget framework.
- As a budget manager, prepare, monitor and manage the capital and revenue budgets of the services considering statutory and local service priorities, grant allocations and wider council budget frameworks.
- To explore, initiate and develop new business opportunities for Consumer and Public protection which generate income and reduce financial pressures on the service.
- To anticipate future demands on the service and develop plans within the context of the organisation's corporate performance management frameworks that optimise the use of resources (including staffing, finance, accommodation, and equipment), provide advice on the setting of relevant fee charges, identifying and exploring any potential for efficiency improvements.
- To forecast, monitor and review the use of resources across the financial year to ensure that they are used appropriately to achieve the aims of the Consumer and Public Protection Service.
- To ensure that the use of information technology is kept under active review to maximise its effectiveness and to identify opportunities for enabling new and improved ways of working including:
- Experience of utilizing technology in driving efficiencies and service improvement including improving the customer experience

### 4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team/board meetings
- Lead by example, monitor and enforce health and safety compliance of managers
- Ensure sufficient resources are allocated to managing risk

### 5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**Caring / Learning to Improve / Inclusive / Collaboration**

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## 6. Flexibility

- To deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.
- The post holder will be expected to be part of an on-call rota. When on call the post holder will be available to respond to incidents within the Borough outside of business hours. In addition, the post holder should also be prepared to attend evening and weekend meetings as required.

## 7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
<ul style="list-style-type: none"> <li>Specific degree and or equivalent type</li> <li>Professional accreditation related to one or more of the services in scope</li> <li>Commitment to Continued Professional Development</li> </ul>	Essential	Application/Interview
<b>Experience &amp; Knowledge</b>		
Senior management experience of a wide range of environmental health, licensing and trading standards including the associated experience of developing business plans which capture the service's objectives, policies and strategies	Essential	Application/Interview
Experience of leading and delivering transformational change and business improvement initiatives. With strong team management skills working with staff, partners and key stakeholders across different organisational cultures	Essential	Application/Interview
A track record of developing, implementing and delivering continuous improvement and improved outcomes in service delivery	Essential	Application/Interview
Budget Management	Essential	Application/Interview
<b>Skill &amp; Ability</b>		
Proven ability to enhance productivity and effectiveness across a range of professional and technical service areas, including the ability to motivate and empower staff	Essential	Application/Interview
A strong and effective leader who is an architect of change responding positively to environmental trends	Essential	Application/Interview

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and has an empowering and interactive approach in doing things differently		
Ability to work in partnership and across organisational boundaries with highly developed relation management skills	Essential	Application/Interview
Ability to successfully lead manage and deliver change, in particular merging separate teams to create a unified single entity	Essential	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a	Desirable	Application/Interview

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way of learning from and improving the way I work with others		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview