

## Role Profile

<b>Job Title:</b>	<b>Service Manager – Environmental Health (Commercial)</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 L</b>
<b>Type of Working:</b>	<b>Hybrid Working</b>
<b>Reports to:</b>	<b>Head of Environmental Health – Consumer and Public Protection</b>

### 1. Job Purpose:

To support the Head of Environmental Health - Consumer and Public Protection in the comprehensive and legally robust delivery of Food, Safety and Pest Control Service.

To lead the professional enforcement officers within Food, Safety and Pest Control Team in respect of strategic development; operational development and delivery; some budgetary control and management of teams; adherence to legislation, statutory duties and all relevant policies and procedures.

The role will act as the professional lead and have full accountability for Food, Safety and Pest Control team and continually improve the service.

To lead on the development, implementation and monitoring of an effective, outcome based strategic and multi-agency approach to Food, Safety and Pest Control for residents and businesses.

To provide strategic leadership and advice across the Council on all matters relating to Food, Safety and Pest Control and to take responsibility to develop and plan business policy, strategies and operational plans to meet political and business requirements and to manage corporate initiatives.

### 2. Key accountabilities:

#### Management

- To lead on strategic plans, consultations, developments and reviews as required. E.g. Food and Safety delivery plans to meet FSA and HSE requirements respectively.
- To manage, coordinate and develop a team of professional and technical staff, to enable successful delivery of the relevant work programmes

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- To be a decision maker, build trust with others and work on their own initiative taking responsibility for their outputs and the outputs of the team, whilst understanding where they fit in the bigger picture
- Produce a marketing plan for the Pest Control service to increase income.
- To develop and promote integrated working both across the specified teams and within a multi-agency setting, to effectively target high-risk activities across Barnet with clear measurable outcomes.
- To ensure robust and appropriate risk management systems are in place where mitigation against risk is consistent and in accordance with service standards.
- To lead on the development of a comprehensive performance management framework and seeking opportunities to improve this as required.
- Forge strong relationships with internal and external stakeholders to provide expert advice, guidance and support on complex issues that pose challenges.
- To assist the Head of Environmental Health - Consumer and Public Protection with management, coordination, and operational control of allocated resources to ensure the delivery of excellent Food, Safety and Pest Control Service ensuring that all aspects are delivered to the highest standards in line with customer needs and expectations.
- To take lead responsibility for working with a range of partners in relation to legislative, strategic and operational delivery.
- To oversee and promote appropriate levels of consultation with all relevant staff, members, partner agencies, third sector and community groups.
- To ensure that the team meet the statutory requirements to be competent to undertake their duties.
- To take the lead responsibility in gathering and analysis of appropriate evidence and information required to inform strategic, operational and policy decisions.
- To assist the Head of Environmental Health -Consumer and Public Protection on the development, implementation and monitoring of the Service Plans and reporting on performance of the service area.
- To implement a performance management framework which ensures continuous improvement and delivery of set targets and outcomes.
- To assist the Head of Environmental Health - Consumer and Public Protection to implement relevant strategies, policies and/or procedures for Food, Safety and Pest Control and kept up to date.
- To lead on the preparation of/or consultation in Cabinet/Committee reports and other governmental consultations.
- To take the lead responsibility in the Commissioning, Procurement and Contract Management of services within the service area and ensure this is compliant with the Councils contract management framework and financial standing orders.
- To assess and implement training requirements of the service in accordance with corporate procedures.
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- To lead and manage a diverse team and resources in the delivery of effective and efficient service(s) ensuring regular 1-2-1's by Team Leaders and carrying out performance reviews / appraisals of the team. Responsible for managing performance, conduct and absence issues of the team.

## Service Area Responsibilities and accountabilities

- Provide specialist legal and subject area advice within the Authority as required, including acquiring an understanding of new legislation / case law for Food, Safety and Pest Control as necessary.
- Assist the Head of Environmental Health -Consumer and Public Protection to Produce annual service delivery plans for Food and Health and Safety in accordance with national statutory requirements. Ensure that the FSA competency framework is maintained.
- To undertake detailed investigations and audits of mainly 'high risk' food businesses, including food processors, primary authority arrangements, approved premises and complex processes within the Barnet to ensure compliance with relevant legislation.
- To carry out detailed investigations into food complaints and referrals, food hygiene complaints, food poisoning and infectious disease notifications, food hazard warnings, and assist with food related incidents including emergencies arising within Barnet.
- Ensure a timely and efficient service within Food, Safety and Pest Control are allocated.
- Respond to Stage 1 & 2 formal complaints, as required and address any lessons learnt
- Originate reports, statements and prepare and evaluate statistical and other information.
- Undertake investigations of service requests, contraventions of legislation, appeals, infection, accidents, risk or other circumstances within the Food, Safety and Pest Control Team.
- Undertake the enforcement of legislation and exercise powers as required within Food, Safety and Pest Control.
- Ensure the Head of Service is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- Keep up to date with changes in legislation, policies, attitudes and techniques relevant to Food, Safety and Pest Control.
- Prepare and deliver publicity campaigns and educational and preventative work, as required.
- To ensure robust and appropriate risk management systems are in place where mitigation against risk is consistent and in accordance with service policy standards.
- To contribute to the formulation of best practice and assist in the drafting of specialist procedures and recommending service improvements falling within Food, Safety and Pest Control.
- Provide evidence at legal proceedings and other quasi-judicial hearings.
- Participate in and lead specialist project teams and co-ordinate distinct service areas as required. This may include corporate and professional issues.
- Undergo any additional training in order to provide an effective service in accordance with the service goals/objectives.
- Adhere to the Assurance Investigators Code of Ethics.
- Ability to work with a high degree of autonomy
- Participate in the emergency standby system.
- Develop changes in procedures, systems and operational strategies to maintain efficiency and effectiveness.
- Deputise as required for the Head of Service.
- Provide cover arrangements in the absence of the Team Leader.
- Prepare cabinet reports and present reports to Members when required.

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- Maintain a minimum of 20 hours of relevant continued professional development (CPD), including a minimum of 10 hours food related CPD.

## **Performance management**

- Lead and coordinate on Team input into Service area feeding into corporate reporting e.g. corporate plan updates
- Deliver the team's Service plan and work programme plan for Food, Safety and Pest Control.
- Monitor and report on Team performance against internal and external performance indicators on a monthly basis. Producing six monthly reports for relevant committees

## **3. Financial Responsibilities:**

- Some budget responsibility through understanding budget levels and spend for area.
- Ensure that all financial information is accurately recorded on the appropriate data management so that payment and income data is robust and reconciliations completed as necessary.
- Responsible for identifying and introducing new sources of income and business opportunities
- Assist the Head of Service in ensuring that pre-set financial targets are met.
- Assist the Head of Service to ensure that fees and charges are accurate, legal and comprehensive.
- Ensure that all debts are appropriately recovered.

## **4. Staff Responsibilities**

- To motivate and directly lead a specialist team of multi-disciplinary staff within the service in accordance with the Council's priorities.
- Carry out six monthly and annual appraisals/performance reviews for the team.
- Monitor 1-2-1 reports from Team Leaders.
- Manage performance, conduct and absence issues within the team.
- Excellent leadership skills.
- Recognition of and ability to reward high levels of performance and achievement and tackle under-performance in others quickly and constructively.
- Provide staff supervision and training when required

## **5. Health and Safety Responsibilities (choose one option):**

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

- Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training.

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- Ensure risk assessments are in place for all task/actives where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.
- Wear/use personal protective equipment were issued and instructed to do so, including lone working devices.
- Wear/use personal protective equipment were issued and instructed and appropriate to do so, including lone working devices, stab vests and body worn video when conducting visits.
- Report any accident/incidents/hazards/near misses to the corporate Health and Safety team and line manager.

## 6. **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**

## 7. **Flexibility**

In order 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.

## 8. **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>		
Successful completion of an Environmental Health degree or postgraduate MSc course. Or Five years demonstrable professional experience in the relevant specialism	Essential	Application
Fully qualified EHORB registered and eligible for Corporate Membership of the CIEH (EHO)	Desirable	Application
<b>Experience &amp; Knowledge</b>		
At least 5 years staff management experience at a senior level	Essential	Application/Interview
Existing technical knowledge of Environmental Health / Licensing / Pest Control legislation and or the ability to develop technical knowledge in a specific area.	Essential	Application/Interview
Experience of performance management and project management techniques	Essential	Application/Interview
Experience of and an ability to develop a range of Strategies and/or policies/procedures	Essential	Application/Interview
Effective leadership skills	Essential	Application/Interview
Experience of taking enforcement action and up to date knowledge of legislation in relevant area.	Essential	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Application/Interview
Awareness of local authority structures, duties and responsibilities and working within a political environment with a proven ability to handle the Member/Officer interface effectively and professionally	Essential	Application/Interview

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in a way that establishes confidence, credibility and trust.		
Ability to accurately draft legal documents	Essential	Application/Interview
Evidence of continuous professional development	Essential	Application/Interview
Able to engage with the public and local businesses (i.e., in relation to government guidance)	Essential	Application/Interview
Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.	Essential	Application/Interview
Capable of reviewing and evaluating results against quality standards, sharing this learning with others and taking decisive action to ensure that plans are delivered.	Essential	Application/Interview
An ability to work in a high-pressure environment, with strong organisational skills to manage competing demands, work methodically, achieving targets and meeting deadlines	Essential	Application/Interview
Experience in managing people and teams	Essential	Application/Interview
<b>Skill &amp; Ability</b>		
Competent user of Microsoft Office specifically Word, Excel, PowerPoint, and Outlook.	Essential	Application/Interview
Ability to accurately record data using specialist data management systems	Essential	Application/Interview
A proven track record in respect of managing budgets	Essential	Application/Interview
Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.	Essential	Application/Interview
Adaptable, has as a flexible attitude and can adjust to change in tasks at short notice.	Essential	Application/Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Application/Interview
Able to motivate and train officers sufficiently to ensure that targets are met through the most appropriate action.	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>		

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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 way of learning from and improving the way I work with others	Desirable	Application/Interview
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