

ROYAL BOROUGH OF KINGSTON UPON THAMES - COMMUNITIES

ROLE PROFILE

Division: Regulatory Services

Grade: K

Job Title: Team Leader

Post Number: TBC

RELATIONSHIPS

1. Responsible to:

- Group Manager Regulatory Services

2. Management responsibility for:

- Day-to-day management and monitoring of service revenue budget of £330,000.
- Approx 7-12 staff depending on team.

3. Important internal relationships:

- Heads of Service
- Other Service Managers
- Support service managers (HR, ICT etc.)
- Elected members

4. Important external relationships:

- Relevant partner organisations (statutory and non-statutory to the Council)
- Other local authorities
- Relevant government departments and services, particularly the Police, HPA, FSA, HSE and DEFRA
- Residents' groups
- Trade bodies, local businesses, general public

MAIN PURPOSE OF JOB

To be responsible for the efficient and effective leadership and management of a team of professional and technical staff within a shared service across two council areas providing a portfolio of regulatory, enforcement and related services (environmental health and/or trading standards and/or private sector housing and/or licensing)

KEY PRIORITIES/MAIN RESPONSIBILITIES

Technical & Operational

- Manage, supervise and direct a portfolio of shared regulatory services, working with the Group Manager to establish appropriate priorities for enforcement within a diverse multi-functional remit.
- Support joint working across two council areas to ensure the most efficient and effective deployment and use of staff and financial resources in support of the agreed common council priorities as set out in the respective corporate plans.

- Provide day-to-day management of a diverse team of professional and technical staff across two councils. This includes performance management, including appraisals, dealing with issues of misconduct, sickness absence, identifying training and development needs, coaching and mentoring etc.
- Help to initiate, develop and implement working practices and approaches to communication that will address potential different cultural and behavioural differences and expectations across the two councils to promote a single-service approach to service delivery.
- Motivate and support team members to maximise their performance, engagement and contribution, developing and fostering a culture of aspiration and continuous improvement.
- Build strong relationships with other service teams across both councils to develop a seamless and co-ordinated customer response to enquiries and requests for service across both communities.
- To manage one or more professional leads and principal advisors (Lead Officers) in specific service/activity disciplines.
- To be responsible for the discharge of all appropriate service functions and activities as set out in the Council's Constitution (Scheme of Delegation) specifically delegated to the role through the Group Manager.
- To support the Group Manager in the overall management of the service, including active participation at whole-service meetings and providing cover and support across other service teams, as and when required.
- Advise on and co-ordinate all related enforcement issues and judicial proceedings within the terms of delegated responsibilities for the team.
- Represent the team and service, at relevant committees, working groups (internally and externally) as required by the Group Manager and deputise for the latter when required.
- Support relevant policy development and implementation within the service and in other service areas across the Council, as requested.
- Contribute to the wider overall Shared Regulatory Services through active participation and support at the relevant service level meetings, deputising for senior officers as and when required.
- Promote and support the communication of clear performance standards, taking account of internal and external requirements.
- Monitor, evaluate and review team service performance in relation to plans, challenging traditional patterns of service delivery and ensure objectives are met,
- Support the achievement of quality standards within a context of continual improvement and report and address any variances with the Group Manager
- Follow effective budget setting and monitoring techniques set by the Council, ensuring best value for money from the team service budget(s), including maximising income and reducing costs.
- Apply effective contract management and procurement skills and develop commercial acumen to explore alternative service delivery models that will ensure value for money and full compliance with the Council's various financial standing orders and procurement rules.
- Actively promote effective and positive cross-communication and team working, especially in the context of staff deployed across two physical locations.
- Provide clear and professional advice to staff across the team and to senior managers and members as requested.
- Establish and maintain effective communication with statutory agencies (e.g. HSE and FSA) and other relevant individuals, organisations and bodies that the Council has contact with.
- Develop strong links with local business and residents groups to promote the priorities of the service and to listen and respond to concerns.

Financial Management

- Control expenditure against budgets
- Allocate resources to meet service delivery needs
- Ability to gather data, compile information, and prepare reports
- Advanced analytical, evaluative, and objective critical thinking skills

Leadership and Management

- Leads and manages a group of career graded professional and technical staff (and additional temporary staff appointed from time to time to meet workload demands, subject to funding availability)
- Recruits and selects competent and talented team members
- Manages resources by prioritising and allocating workload between team members
- Holds regular Team meetings that achieve clear outcomes
- Develops the team and individual team members by undertaking regular appraisals and one-to-ones with team members, agreeing and monitoring SMART performance objectives
- Via this process identifies the development needs of individual team members, and implements tailored personal development plans for each team member
- Mentors and coaches team members to develop their skills and knowledge
- Develops a strong sense of cohesion and team spirit
- Empowers the team to take responsibility for actions and decisions
- Generates a sense of pride in the team's achievements and successes
- Be a strong role model
- Being able to motivate & direct others
- Taking responsibility for the direction & actions of a team
- Setting objectives
- Taking the initiative

Communications

- Promotes and raises the profile of Highways & Transport and the services it provides
- Keeps staff informed of information that affects them
- Listens and seeks to understand the position and views of others
- Uses a range of communication styles to influence others.
- Communicates clearly and appropriately with customers and colleagues
- Ensures effective liaison, communication and the sharing of data between external and internal partners, organisations and networks to create opportunities and monitor projects and programmes so appropriate adjustments can be made to keep project and programmes on track
- Provides specialist advice to relevant managers, Chief Officers, Committees and Boards, elected Members and Local MP's on key issues
- Ensures the provision of appropriate and timely response to the highways and traffic management aspects of planning consultations and agreements, as appropriate

Commercial Thinking

- Demonstrates an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers.
- Has an understanding of the economics of the business, and understands the business benefits and commercial realities from both the organisation's and the customer's perspectives.

- Awareness of the need for efficiency, cost-effectiveness, customer care and knowledge of the market place in which the service operates.

Flexibility

- Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, and approaches.
- Works and collaborates effectively in unstructured or dynamic environments.
- Stays focused and keeps his or her team focused during times of uncertainty or change.
- Understands that ambiguity is a normal part of doing business and communicates that to people in the service.
- Anticipates changes in the internal and external environment (e.g., organizational, market, products, and systems) and adapts accordingly.
- Uses new ideas to reengineer work processes or make changes in how resources are allocated within the business.

Stakeholder Management

- Establish and maintain effective working relationships with all relevant internal and external key partners.
- Promote effective service alliances with other partners, service providers and stakeholders so as to improve the efficiency and effectiveness of the services the joint service offers.
Ability to identify and prioritise stakeholder interests, requirements and level of influence.
- Gains the commitment of all stakeholders, including the most challenging.

Creativity

- Ability to use your imagination to look at a problem in a fresh way and come up with a new solution
- Able to generate new ideas and develop a variety of approaches to solving problems, through synthesising and reorganising existing information.

Contract Management

- To oversee the daily management of these contracts and ensure that agreed levels, KPI's and targets are met
- Develops and maintains effective working relationships with partner contractors as part of the strategic management of these contracts
- Addresses operational contract issues, seeking agreed resolutions and making improvements for the future

Prepared by: Fiona Meads

Signature Date:

Agreed by:

Signature Date:

June 2019

PERSON SPECIFICATION

Division: Regulatory Services

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Post No: TBC

Grade: K

	Essential	Desirable
Qualifications	<p>An appropriate qualification in Environmental Health and/or Trading Standards.</p> <p>Membership of the Chartered Institute of Environmental Health.</p>	<p>Recognised Management Qualification e.g. DMS or NVQ</p>
Experience	<p>Experience of management of a range of front-line regulatory and enforcement services covering environmental health and/or trading standards.</p>	<p>Experience in a local authority setting or other public sector regulatory and compliance settings</p>
Ability to:	<p>Leading People</p> <ul style="list-style-type: none"> • Understands and builds commitment to the shared service strategic direction. • Develops a strong sense of cohesion and team spirit • Provides regular coaching and feedback to others • Creates a team working culture that is open and responsive to change <p>Delivering Services</p> <ul style="list-style-type: none"> • Understands the key influences on both councils and how these relate to the service area • Recognises financial pressures and the need to provide value for money and maximise return on investment • Identifies and is responsive to customer needs, working with them to provide innovative solutions • Understands the links and relationships between both council's directorates and services • Actively participates in cross-functional networks and groups • Consistently displays commitment to positive and open way of working • Supports strong working relationships across both the 	

	<p>councils and with partner organisations and suppliers</p> <ul style="list-style-type: none"> • Recognises the role that technology plays in improving the service <p>Personal Effectiveness</p> <ul style="list-style-type: none"> • Uses a range of communication styles to influence others • Prepares good quality written communication and reports • Demonstrates a high level of personal drive and energy that sets an example to others • Demonstrates a determination to achieve challenging targets • Displays a commitment to own personal development and learning • Actively promotes a culture that values equality and diversity • Is flexible and adaptable to changing goals and circumstances • Anticipates and responds proactively to organisational change, continuously looking for ways to improve services and develop new ways of working 	
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