

ROYAL BOROUGH OF KINGSTON UPON THAMES - PLACE

ROLE PROFILE

Division: Residential

Grade: J

Job Title: Lead Officer

Post Number:

RELATIONSHIPS

1. Responsible to:

- Team Leader Residential

2. Management responsibility for:

- Day-to-day management and supervision of between 5 and 10 staff depending on specific role

3. Important internal relationships:

- Other Service Managers and Team Leaders, Group Managers and Lead Officers
- 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 act as a professional lead and supervising officer for a team of professional and technical staff within a single shared service across two council areas providing a portfolio of regulatory, enforcement and related services (environmental health, including licensing, trading standards, private sector housing, engineering, transport and highways compliance)

KEY PRIORITIES / MAIN RESPONSIBILITIES

Technical and Operational

- To act as the Council's recognised professional lead or 'expert' within a shared service environment across two council areas covering one or more specific disciplines within

Enforcement Services (to be agreed). Note: the post holder is not required to be an expert in all areas covered by the role.

- 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.
- Support the Team Leader by providing clear and appropriate specialist advice on a range of relevant service issues.
- Take the lead on complex case work and enforcement matters.
- To initiate and support related enforcement issues and judicial proceedings within the scheme set out in the Council's Constitution (Scheme of Delegation), specifically delegated to the Team Leader by the Group Manager.
- To deputise for the Team Leader at relevant internal and external meetings, briefings, seminars and presentations.
- To be responsible for the achievement and maintenance of high professional standards within the section, including an up-to-date knowledge of relevant legislation, standards and technology.
- Provides specialist advice to relevant managers

Leading and Managing People and Performance

- Provide first-line supervision to a range of professional and technical staff across two councils as required. This includes managing and overseeing their overall workload and the deployment of team resources within a specific area and dealing with day-to-day issues of performance management, appraisals and one to ones, authorising leave, minor misconduct issues etc.
- Providing high level and quality professional and technical support, advice and coaching to members of the team at all levels, to senior managers and members as requested.
- Actively support the development of the team service delivery plan and the delivery of key priorities.
- Support the Team Leader in the evaluation and review of team service performance in relation to plans, challenging traditional patterns of service delivery and ensuring objectives are met.
- Support the achievement of quality standards within a context of continual improvement and report and address any variances to the Team Leader.
- Support team members to maximise their performance, engagement and contribution.
- To take responsibility for investigating and resolving complaints within corporate timescales including councillors and MP's.

Financial Management

- Provide accurate and up-to-date information for the Team Leader or Group Manager to assist with effective budget setting and monitoring, ensuring best value for money from the team service budget(s), including maximising income and reducing costs.
- Gather data, compile information and prepare reports.
- Control expenditure against budget.

Stakeholder Management

- Support the maintenance of strong links with local business and residents groups to promote the priorities of the service and to listen and respond to concerns.

- Plan and co-ordinate action to ensure that professional advice on technical issues, procedures and service provision is made available to the Group, other Departments and the Council.
- Ensure effective communication with statutory agencies (e.g. HSE and FSA) and other relevant individuals, organisations and bodies that the Council has contact with.
- Represent the team and service, at relevant committees, working groups (internally and externally) as required by the Team Leader.
- Help to 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

Communications

- Promote and support the communication of clear performance standards, taking account of internal and external requirements.
- Promotes and raises the profile of the Enforcement Group and the services it provides
- Actively promote effective and positive cross-communication and team working, especially in the context of staff deployed across two physical locations.
- Help to 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.
- Communicates clearly and appropriately with customers and colleagues

Commercial thinking

- Be aware of the need for efficiency, cost effectiveness, customer care and knowledge of the marketplace in which the service operates.
- Ensure the best outcomes for all stakeholders and that residents and businesses are at the heart of design and decision making.
- Ensure efficient use of resources and identifies innovative and transparent ways of working to ensure value for money for the service.
- To oversee daily management of contracts to ensure that agreed targets are met
- Address operational contract issues.

Flexibility and Creativity

- Develop and foster a culture of aspiration and continuous improvement.
- Adapt in response to new information or changing circumstances and is open to new methods, new systems and technology ideas and approaches
- Puts forward new ideas to reengineer work processes or make changes in how resources are allocated within the business.

Prepared by:

Signature Date:

Agreed by:

Signature Date:

PERSON SPECIFICATION

Division: Residential Enforcement

Job Title: Lead Officer

Post No: K2005392

Grade: J

	Essential	Desirable
Qualifications	<p>An appropriate qualification in Environmental Health and/or Trading Standards and/or civil engineering or highways & transport related subject or an equivalent qualification in a relevant professional discipline</p> <p>Some evidence of acting in a staff supervisory or management role</p>	<p>Membership of the Chartered Institute of Environmental Health or the Chartered Trading Standards Institute or relevant engineering, highways, housing or licensing body.</p>
Experience	<p>High level knowledge and experience within one or more recognised specialist area of environmental health (including private sector housing and licensing) and/or trading standards and/or engineering , highways & transport compliance.</p>	<p>Experience in a local authority setting or other public sector regulatory and compliance settings.</p> <p>Specific qualification in one or more specialist area.</p>
Ability to:	<p>Leading People</p> <ul style="list-style-type: none"> ● Understands and builds commitment to the shared service strategic direction. ● Helps to support a strong sense of cohesion and team spirit ● Assists the Team Leader in providing regular coaching and feedback to more junior members of the team. ● Supports 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 	

	<ul style="list-style-type: none"> ● 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 as requested by the Service Manager. ● Consistently displays commitment to positive and open way of working ● Supports strong working relationships across both the councils and with partner organisations and suppliers ● Recognises the role that technology plays in improving the service <p>Personal Effectiveness</p> <ul style="list-style-type: none"> ● Manages their own case/workload and that of those team members that they supervise within the boundaries (of autonomy) agreed with the Team Leader. ● 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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<p>Other requirements:</p>	<ul style="list-style-type: none"> ● Has a strong commitment to following our (<i>note: RBK's <u>Six Steps to working as One Council:</u></i> <ol style="list-style-type: none"> 1. Recognise the need to continually learn and adapt. 2. We willingly share our knowledge and learning with others 3. We work collaboratively across teams, services and partner organisations 4. Looks for ways of improving what we do and how we do it 5. We are comfortable with new technology and modern methods of working 6. We are determined to make a difference to the lives of our customers ● Has a strong commitment to following our <i><u>Six Steps to delivering our Customer Commitment:</u></i> <ul style="list-style-type: none"> ▪ We go out of our way to get it right first time ▪ We listen, understand and deliver ▪ We respond positively and politely ▪ We respect each customer as an individual ▪ We take responsibility for the customer's issue or problem ● We work as a team to deliver the solution 	

Key Competencies

<p>Stakeholder Management</p> <ul style="list-style-type: none"> ● 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. 	<p>Flexibility</p> <ul style="list-style-type: none"> ● Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, 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.
<p>Commercial Thinking</p> <ul style="list-style-type: none"> ● 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. 	<p>Creativity</p> <ul style="list-style-type: none"> ● 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.