

Northumberland County Council

JOB DESCRIPTION

Post Title: Business Compliance and Public Safety Manager		Director/Service/Sector – Place/ Housing and Public Protection		Office Use
Grade: 13		Workplace: West Hartford Community Fire Station		JE ref: Z208 HRMS ref:
Responsible to: Head of Housing and Public Protection		Date: January 2019	Lead & Man Induction:	
Job Purpose: To be responsible for developing and implementing the Council's Business Compliance and Public Safety Programme, including managing the delivery of programmes, projects and initiatives across the Authority. To provide and initiate leadership, management and advice, on all Corporate Business Compliance and Public Safety Management related issues, including, Trading Standards and Animal Health, Building Control and Land Charges, Licensing, Pest Control and associated Technical Support. Corporate Business and Public Safety Management Plan, to provide effective co-ordination and management in the division, including the setting and achievement of business targets and performance management. To make an effective contribution to the Corporate Management of the Division, Group and County Council. To act as the Council's lead representative for specialist functions within the Business and Public Safety function in the region including serving on the NE Public Protection Partnership and other regulatory and advisory boards and committees. To manage resources from across Corporate departments on specific/ad-hoc projects in a collaborative manner. To instil a culture of Customer Care and Engagement across the Division.				
Resources	Staff	Manage and lead a team of Professional, Technical, Finance and Administrative support staff including middle management, supervisors and frontline officers and, as necessary Interims and Sub-Contractors providing front line and or back office services. Staffing numbers ~ 50 FTE divided over central and district office locations.		
	Finance	Effectively manage service contracts and service level agreements with contractors, clients and community partners. Budget manager for BCPS specialist areas including income generation. Contributing to the efficient and effective running of the team, including the financial management of resources allocated to specific projects. Business Compliance and Public Safety budget head ~ £3M		
	Physical	Design, maintain and operate programme and project management systems and other key corporate systems and effectively manage a sizable portfolio of physical assets, including buildings, vehicles, tools and equipment, which maybe dispersed over a wide area and also ensure all relevant data is maintained, updated and utilised in the most efficient format possible.		
	Clients	Leads, develops and oversees corporate business and public safety management programmes that have a significant impact upon the well being of all services. Ensure compliance with relevant legislation, council policies and procedures.		
Duties and key result areas: <ol style="list-style-type: none">1. Manage, delegate and direct the human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives.2. To effectively manage a team of specialist and technical professionals, managers and support staff, who will be overseeing the delivery of services on a day-to-day basis.3. Read and understand the operating environment to ensure that services develop, remain viable, responsive and totally customer focused.4. Ensure that an efficient, high quality and cost effective service is delivered by private sector partners, commissioned to provide additional professional support, to ensure the delivery of the Council's agreed priorities.5. To provide professional advice to and develop working relationships with elected members, Corporate Directors, or Heads of Service on strategic matters, relating to Business and Public Safety, including contributing to the preparation of Service plans and to contribute to the preparation of and take a lead on substantial elements of the service.6. To develop, implement and operate effective and efficient programme and, where necessary, project management frameworks, that ensure they are embodied in the way the Authority provides its services.7. Ensure that services operate effective performance management procedures and that both staff and service development is fully supported through appraisal, training and development and to develop systems that effectively link in with the 'Stronger Together' ethos and the corporate financial strategy.				

8. To effectively supervise staff by co-ordinating and delegating work, as appropriate, providing clear guidance and motivating staff to achieve service objectives. Implement quality standards, planning and workforce development processes, within the service and assist in the recruitment, selection, induction, discipline, training and development of staff within the service, as appropriate,
9. Continuously motivate teams and individuals by providing clear delegation and direction, always maintaining positive relationships with employees.
10. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
11. Continuously promote effective partnership arrangements, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts.
12. Ensure effective joint working and planning with all relevant external agencies, so as to promote effective collaboration and to maximise the Council's role, function and influence in relation to all aspects of service provision, including actively promoting the role of the service and Council at local, regional and national level.
13. To be proactive in the identification of opportunities for 'value for money improvements', in resource usage and to monitor and report on the performance of all assets, including bringing forward rationalisation/expansion proposals as necessary.
14. Ensure that robust mechanisms are continuously developed to establish and monitor the effectiveness of service related strategies, policies and practices.
15. As an integral member of the Corporate Public Protection Service Management Team, lead and fully participate in the corporate planning and management processes for the service.
16. To actively promote and represent the interests of Northumberland and the County Council, in relation to service activities and policies at a local regional and national level, as appropriate, particularly through participation in relevant programmes, showcasing good practice and contributing to exchange networks.
17. To interpret, explain and enforce statutory and County Council regulations, ensuring appropriate procedures are followed, that parties have a proper understanding of their position and attempting to reach legitimate, mutually agreeable solutions, through negotiation.
18. To be accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with financial regulations.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves extensive travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided, Stand –by and Call out arrangements may apply.
Working conditions:	Predominantly office based but with some exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Business Compliance and Public Safety Manager		Director/Service/Sector: Public Protection	Ref: Z208
Essential		Desirable	Assess by
Qualifications and Knowledge			
Degree level, higher degree, professional qualifications and/or NVQ Level 5, or equivalent standard in a relevant subject, plus recent and relevant post qualification training, additional qualifications and experience in a relevant context. Evidence of experience and appreciation of cross-cutting issues and challenges. In-depth knowledge of professional theory, practice and procedures. Knowledge of current inter/national laws, regulations, policies, procedures, trends and developments. Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessments. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within the service. Evidence of continuing professional and managerial development.		Relevant management degree e.g. MBA, DMS, PgD Evidence of recent and relevant management training. Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.	
Experience			
Recent and relevant post-qualification experience in a relevant context. A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work solutions. An evidenced track record of successful management and achievement of objectives in an organisation of comparable scope and complexity. A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity. Experience and demonstrable success in the management of change and of securing the support of others in the process. Experience of resource management within a comparable organisation. A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.		Experience of a range of strategic management functions. Knowledge of local government corporate management systems. Substantial experience of working successfully in partnership with public and private sector organisations. Evidence of successfully supervising staff and their productivity.	
Skills and competencies			
Ability to disseminate acquired knowledge. Ability to motivate and develop staff. Ability to work effectively and take the initiative. Prepares written, verbal and other media communications in a concise way but to best professional standards. Effectively expresses views, using appropriate means, dependent on audience. Numeratorate and able to effectively analyse and interpret complex business statistics. Persistence in applying a methodical approach to problem solving. Negotiation skills and able to persuade others to an alternative point of view.			

<p>Is an effective advocate for the team, both within and externally.</p> <p>Maintains a professional demeanour in stressful and difficult situations.</p> <p>Highly effective in presenting information and expressing appropriate views.</p> <p>Budgeting and financial management skills.</p> <p>Well developed skills in Microsoft Office and general IT skills and awareness.</p> <p>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing staff and fostering a positive organisational culture.</p> <p>Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence.</p> <p>Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.</p> <p>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> <p>Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills.</p> <p>Financial and commercial awareness.</p> <p>Well-developed interpersonal and communication skills, to relate effectively to and command respect, trust and confidence of colleagues, Council Members and other stakeholders.</p>		
Physical, mental and emotional demands		
<p>Normally works from a seated position but with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness with some lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiations with the Council.</p> <p>Some exposure to working outdoors as necessary.</p>		
Motivation		
<p>A corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Self-reliant, able to exercise discretion and possessing the ability to manage time effectively.</p> <p>Models and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated.</p> <p>Works with little direct supervision.</p> <p>Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders.</p>		
Other		
<p>The ability to drive and, as necessary, work unsocial working hours.</p> <p>Ability to meet the transport requirements of the post and provide a vehicle.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits