

LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Head of Consumer Protection and Licensing
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Directorate:	Place	Grade:	LBR19
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Department:	Civic Pride	Hours/weeks:	e.g. 36 hours/52.14 weeks
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Function:	Consumer Protection and Licencing	Post number:	
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Team:	Consumer Protection and Licencing	Base/location:	
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Reports to:	Operational Director for Civic Pride
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Responsible for:	Environmental Protection Team Manager Property Licensing Manager Private Sector Housing Team Manager Trading Standards and Licensing Enforcement Manager Senior Home Improvement Manager
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Role and Context

Overall Role Purpose:	<p>To lead, manage and co-ordinate the provision and continuous improvement of high quality services in relation to :</p> <ul style="list-style-type: none"> • Environmental Health (including pollution monitoring and control, infectious diseases control, public health, pest control, animal health, food safety and health and safety, contaminated land and air quality management); • Implement and maintain the Property Licensing scheme and deliver Private Sector Housing (including Houses in Multiple Occupation, Housing Standards, Empty Properties, Handyman Scheme, Housing Grants) • Trading Standards and Licensing compliance and enforcement (Ensuring there is a suitable officer who carry out the statutory function of the Chief Inspector of Weights and Measures)
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Role Context:	<ul style="list-style-type: none"> • To maintain a comprehensive understanding of national and regional Environmental Health & Private Sector Housing policy and their inter-relationship with other national & local policies and to recommend, develop and deliver the Council's strategies and plans their regard. • This job description is neither inclusive nor exclusive of this flexible senior role and to be prepared to act as Head of Service for the Council in areas of work designated by the Operational Director for Civic Pride. • To represent and deputise for the Operational Director for Civic Pride when required
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Key Accountabilities and Result Areas	
<p>1. Strategy and Planning</p>	<ul style="list-style-type: none"> • Strategic management of the Council's Environmental Health Policy including cases requiring prosecution, proceeds of crime cases and issuing of Statutory Notices • Leading on the development of council policies and strategies in relation to Environmental Health, Trading Standards and Licensing ensuring these are in line with government/professional guidance and good practice • Develop and maintain a comprehensive understanding of national and regional housing, Environmental Health, Trading Standards and Licensing policy and its inter-relationship with other policies. • Develop and deliver the Council's strategies and plans in relation to private sector renewal, Selective licensing Scheme, Additional Licensing Scheme, Houses in Multiple Occupation and Enforcement stock • Provide expert advice to the Operational Director for Civic Pride, CSMT, Directors and Members in relation to all matters the post holder has responsibility for. • Firmly establish the Private Sector Licensing role as a key player within the Council, sub regionally and across London.
<p>2. Operations and Support</p>	<ul style="list-style-type: none"> • Allocation of resources to implement Annual Food and Health & Safety Enforcement Plans • Authorisation of applications for directed surveillance under RIPA • Develop schemes and initiatives which ensure that the private sector supports the Council's objectives , particularly but not exclusively in relation to meeting housing need • Develop a comprehensive understanding of the private market and how private sector finance works • Lead on intervention strategies in relation to the private sector housing • Ensure that the Council has good data on the condition of the private sector housing • Assist with the delivery of the Empty Property Strategy
<p>3. Systems and Process Development and Improvement</p>	<ul style="list-style-type: none"> • Develop and maintain the Selective, Additional and Mandatory Licensing Schemes • Ensure an effective and efficient licensing service for all affected Landlords in the Borough • Lead on the analysis, evidence base, consultation and implementation on any future Property Licensing Schemes
<p>4. Communication Partnership</p>	<ul style="list-style-type: none"> • Develop and maintain strong links with landlords in the borough in order to drive up standards • Develop effective partnerships with a range of services and other organisations to develop and support the private sector housing • Work closely with the East London Housing Partnership and any other relevant bodies in developing a regional and London approach to private sector housing. • Ensure that the Council receives the maximum benefit from any resources available through these partnerships. • Play a proactive role as part of Civic Pride in the strategic planning and direction of the service.
<p>5. Performance and Standards</p>	<ul style="list-style-type: none"> • To lead on the development, implementation and performance management of effective strategic and operational plans within the Department. • Understanding and ensuring compliance with the Regulatory frameworks and Performance Indicators that apply to Environmental Health, Trading Standards, Licensing & Private Sector Housing • Represent the Civic Pride service at internal and external meetings on all matters the post holder has responsibility for, prepare and present reports to Officers, Members and relevant committees • Setting appropriate performance targets for the department and managing performance to achieve targets • Deliver any targets the department is responsible for within the Council's top 40 KPIs • Providing accurate and timely performance and other management reports • To carry out Performance Reviews within staff in accordance with Council guidelines.

Key Performance Outcomes	<ul style="list-style-type: none"> • Reduction of crime and antisocial behaviour - in relation to Private Sector Housing • Consumers are able to safely interact with businesses within the Borough • Property Licensing Scheme is implemented and income collected • Housing Standards are improved in the Borough • Service provision is within required PI targets (local or corporate) and service delivery adheres to all Council policies and legislation
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4. Resource Management	To manage a £1M core budget and between £2Million and up to £7Million licensing income.
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Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
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Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.
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Person Specification		
Knowledge & Experience	<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>	A I T
Statutory or Mandatory qualifications:	Holds a qualification in a relevant professional discipline, preferably in the field of Environmental Health, Housing, Trading Standards or Licensing, and maintains an appropriate level of professional competence.	A
Educational Ability	Degree level of education required	A
Key Subject or Content Areas (inc: Desirable Qualifications)	Chartered membership of a relevant professional body would be desirable	A
Knowledge / Experience Field Title e.g. Project Management	Experience of working at senior management team level.	A I
+ Knowledge / Experience Field as required	Demonstrable experience in managing a multi discipline team at a senior level preferably within a regulatory environment.	A
	Have a comprehensive understanding of legislation in relation to the private sector and the Council's housing powers and duties	A I
	Good Knowledge of Regulatory Investigation Powers Act 2000	A
	Wide experience of letting and managing high risk contracts	A I
Leadership and Development	Ability to lead, manage and develop staff and resources to maximise effective and efficient performance, sustain high morale and inspiration to enable delivery of objectives/outcomes that align with service plans and delivery of the Council values and objectives. Assist the wider corporate management and organisational change by ensuring employees are appropriately informed and developed and encourage a culture of cross-organisational and partnership working. Champion good management practice in line with the corporate policies and procedures.	A I
Skills / Abilities Field Title	<ul style="list-style-type: none"> • High level management and motivational skills within a multi-disciplinary team. • Ability to communicate effectively and establish good working relationships with people at different levels. • Demonstrable experience of financial controls, budgetary monitoring and management of salaries and running cost budgets. • Evidence of creativity and innovation, developing flexible working, team spirit and employee development. • Ability to meet challenges, appraises new situations, make judgements and implement effective action. • Evidence of working in partnership with internal and external partners to achieve positive results. • Evidence of managing high level risks for the organisation in a safeguarding situation. • Excellent presentational skills both written and oral. 	A I

+ Skills/Abilities field as required		
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	
Effective and Collaborative Team Working	<ul style="list-style-type: none"> • To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement. 	

Working Pattern and travel
Safeguarding and Disclosure
Special Factors or Constraints

Version:	0.01
Last Reviewed:	14/10/2017