

## JOB DESCRIPTION

<b>POST TITLE:</b>	Team Leader
<b>GRADE</b>	12
<b>DIVISION / UNIT</b>	Regulatory Services
<b>DEPARTMENT</b>	Environment and Leisure
<b>REPORTS TO:</b>	Business Unit Manager

### PURPOSE OF THE JOB

To work with the business unit and unit managers to strategically develop and ensure effective delivery and future planning of the individual business unit work areas, wider divisional priorities, wider council priorities as well as the delivery of performance within the field of environmental health & trading standards (including Licensing).

The team leader will report to a unit manager and the post holder will have specific responsibility within one of the following five units;

1. Housing Enforcement
2. Commercial Services (Environmental Health and Trading Standards)
3. Neighbourhood Nuisance Service
4. Environment & Community Protection (Joint Enforcement, CCTV, Environmental Enforcement and DABs)
5. Parking Services, Network Management & Highway Licensing and Markets and Street Trading

Team leaders will also have responsibility for leading and managing a team consisting of principal enforcement officers, enforcement officers, assistant enforcement officers and support staff within one of the teams comprising the Commercial Services Business Unit. The team leader will enable that team to provide a regulatory service that is responsible for protecting the community, by using relevant legislation to control and enforce in the areas of environmental health and trading standards; assisting in the maintenance and improvement of the borough's environment and well-being by identifying, investigating and effectively dealing with breaches of legislation through written or verbal advice or warnings, notices, seizures and other legal action in accordance with the Enforcement Concordat, and Enforcement Protocol.

The post holder will be prepared to represent the division, department and council on matters relating to their area of professional expertise.

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## PRINCIPAL ACCOUNTABILITIES

### Responsibilities

- To provide leadership and management of the officers of the team, providing direction and professional guidance.
- To assist the unit manager in the strategic development and long term business planning of the business unit, division and department in line with council priorities.
- To assist the unit manager in ensuring that the team provides and delivers a high quality service and achieves performance against national indicators.
- To contribute positively to the strategic management of the business unit, division and department and the development of policy through individual contribution and membership of management teams.
- To have knowledge for all financial matters within the post holder's sphere of responsibility.
- To effectively manage direct reports through sound performance management and monitoring regimes.
- To create and lead effective partnerships with other key agencies including the Police, HMRC, UK Border Force, London Fire Brigade, OPSS, Food Standards Agency, PCT, UK Health Security Agency to deliver a multi-partnership response to the effective delivery of environmental health and trading standards services.
- To review and monitor performance and quality of services in accordance with the council's visions and values
- To ensure that services offer best value, are innovative and achieve and maintain the highest standards of assured quality, are responsive to customer needs and service requirements, demonstrate clear corporate direction, vision and style and achieve effectiveness, efficiency and economy in operation.
- To be responsible for ensuring that services are delivered with regard to the highest attainable standards of customer care and satisfaction, whilst maintaining the council's responsibilities to enforce statutory provision.
- To identify and integrate diversity and equal opportunities in the business and work planning processes.
- To identify developments in best practice, legislative and other changes and be responsible for integrating them into the development of cross departmental council policy and operational plans and day-to-day work

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- To be responsible for producing management information and reports on performance and quality, taking appropriate remedial action where needed, to ensure that targets and standards are met to optimise value and performance
- To be responsible for the motivation, appraisal and development of professional and specialist staff in the unit and division in accordance with council and divisional policies and strategies and good management practice.
- To respond to major organisational, legislative, social and economic issues and to support senior managers in service planning and reviews.
- To maintain appropriate relationships with other business units, divisions and departments of the council, external agencies and the community, and to develop joint initiatives and partnerships where these add to service delivery.
- To provide statutory and other performance returns as required to the council and appropriate government and non-governmental agencies.
- To be responsible for the health and safety of all staff working within the unit, other employees, members of the public and third parties who may be affected by the unit's activities.
- To identify and secure, where possible, additional funding for the service, bidding for external funds with other agencies and partners.
- To manage information systems across the service and division where appropriate, by using and promoting Management Information Systems (MIS) to ensure that the department makes the best uses of the technology that is available.
- To undertake such duties and special assignments consistent with the level and nature of the post, and the exigencies of the council.
- To assist the unit manager in providing leadership on change management and continual improvement across the business area and relevant strategic partnerships.
- May be transferred to any post appropriate to grade and at any other place of employment in the authority's service as may be required.

## JOB CONTEXT

### Southwark as an organisation

1. The London Borough of Southwark was established as one of 33 London Boroughs in 1964, from the adjoining Metropolitan Boroughs of Bermondsey, Camberwell and Southwark. We are the largest local authority landlord in London and one of the biggest in the country.
2. Centrally located on the south side of the river Thames, immediately opposite the Cities of London and Westminster, Southwark stretches from the riverside and captures a number of well-known areas including: Elephant & Castle, Bermondsey, Peckham, Camberwell, and Dulwich Village.
3. Described as London's most historic borough, it is full of contrasts. Borough and Bankside in the north of the borough is now a vibrant cultural and commercial quarter at the heart of the capital, with new cultural and retail developments. It is home to many large companies and famous landmarks, including the Globe Theatre, Millennium Bridge, Southwark Cathedral and the Tate Modern as well as a growing entertainment and hospitality sector.
4. The Council's HQ office facility is based in Tooley Street. Some services and functions, however, are better delivered in localities close to people's homes and will continue to be delivered across the borough according to service models that best meet the needs of residents and which demonstrate value for money.
5. Southwark has an ethnically diverse and youthful population. The midyear population estimate for 2012 estimated the population of Southwark to be 293,530, with 58 per cent aged 35 or under. Southwark has the highest proportion of residents in the country who were born in Africa (12.9 per cent), as well as a significant population from Latin America, with 75 per cent of reception-age children from Black, Asian and minority ethnic groups. Over 120 languages are spoken in Southwark.

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## Regulatory Service Division

1. The division has the responsibility for delivering the main regulatory functions of the Council. These include:-
  - Environmental Health
  - Trading Standards
  - Licensing
  - Private Sector Housing Enforcement
  - Anti-Social Behaviour
  - Noise
  - Environmental Enforcement
  - Highways Enforcement
  - Markets
  - Parking
  - Network Management
  - CCTV
  - Analysts
2. The Division is comprises of 5 main units:
  - Environmental Health & Trading Standards
  - Environment & Community Protection
  - Neighbourhood Nuisance
  - Parking & Network Management
  - Private Rented Sector Housing Enforcement

## Environmental Health & Trading Standards

- This unit is accountable for discharging the council's statutory enforcement responsibilities in the regulatory areas of food safety, occupational health and safety, environmental protection and trading standards. Its work is a key delivery mechanism for a number of the themes contained within the corporate plan.
- The business unit mainly regulates commercial premises; it receives in the region of 4,500 service requests per annum, undertakes over 2,200 inspections and undertakes complex project work and investigation.
- The Service is also responsible for the Council's responsibilities and ambitions for Air Quality and contaminated land.

## Environment & Community Protection

- Community Wardens, Environmental Enforcement, CCTV and crime analysts are responsible for detecting and prosecuting envirocrimes, patrolling and providing a reassuring presence.
- The service is also responsible for the managing the Council's CCTV infrastructure including monitoring, surveillance and reporting crime.

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- It also is responsible for capturing, analysing, making recommendations and producing report based on data collected by both the Council and Police to enable intelligent tasking of on-street resources.

### **Neighbourhood Nuisance**

- The Service is responsible for delivering the Council's responsibilities with regard to anti-social behaviour and noise issues. The Noise team operates out of hours and aims to respond to all service requests with 1 hour of receipt.
- It is also responsible for the Council's policies and enforcement for Licensing, gambling and special treatments and the night time economy.
- The post holder will manage complex relationships between major partners in different sectors and be responsible for securing the implementation of government objectives and local priorities.

### **Housing Enforcement Business Unit**

- This service is responsible for regulating the private rented sector with Southwark.
- The main means of achieving the above is through the Council's statutory and discretionary licensing schemes. This scheme that was introduced in January 2016 must be regularly reviewed.
- This unit also enforces the public health act, building act and prevention of damage by pests act in buildings and on land.

### **Staff Management**

The post holder may be responsible for up to 14 direct reports who make up a team, reporting to the unit manager. As part of the role of team leader, the post holder will be responsible for:

- a. Leading and managing all staff, (including a diverse range of professional and specialist roles) in delivering the unit's business with the principal aims of providing a high quality services and a good working environment.
- b. Controlling and prioritising the work setting and work programmes for all staff within the team.
- c. Undertaking regular monitoring of individual staff performance having regard to their work plans and individual output targets. Ensuring that appropriate management action is taken dependent on the level of individual performance.

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- d. Developing and implementing, within the departmental framework, an annual training and development plan for staff in the team, ensuring performance against the plan is monitored and appropriate management action taken.
- e. Undertaking staff assessment and appraisal activities in accordance with the council's performance management process, ensuring the development needs of individual staff are identified and incorporated into the unit's development and training plan.

## Structure

All Team Leaders report to the Business Unit Manager.

## Financial Resources

- Regulatory Services annual budget is approximately £25 million. This is made up of council core (both revenue and capital). Each business unit manager will manage a budget of, potentially, up to £7.5m.
- The post holder will support the business unit manager to conduct financial planning, monitoring and reviews to ensure that services are delivered within budget and, as a cost centre manager, take accountability for all areas of budget and finance management relevant to the team.

## Contacts

### Internal/external Relationships

- A crucial part of the division is to establish and maintain effective working relationships with other council departments, outside organisations and bodies to ensure that issues of significance to Southwark are addressed and the council's interests in this field are protected.

### Key Interfaces

- **Internal** – all council departments, as well as contractors working on behalf of the council
- **External** – Central and regional government departments and agencies, emergency services, CCG, NHS, UKHSA, Border Agency, other local authorities, OPSS, HSE, professional institutes, further education institutions, schools, community and voluntary agencies.

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## Grade/Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.



## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
<b>Knowledge, including educational qualifications:</b>		
1. A relevant degree in an appropriate discipline or an equivalent academic or professional qualification and evidence of continuing professional and managerial development	E	S
<b>Experience:</b>		
2. A sound experience of working in a partnership environment.	E	S/I
3. Current or recent work in food law regulation and at least relevant years post qualification experience delivering the range of food law regulation.	E	S
4. Experience in leading, developing and monitoring the performance of staff involved in partnership working.	E	S
5. Experience of policy development, strategic planning and implementation in a partnership environment.	E	I
6. Experience of applying and interpreting research methodology and advanced methods of statistical analysis in a regulatory services context, and presenting complex statistical information to diverse audiences.	E	S
7. In depth knowledge of Regulatory Services and related disciplines preferably within inner city areas.	E	I
8. Knowledge of human resource management including performance management, learning and development, and service delivery.	E	I
<b>Aptitudes, Skills &amp; Competencies:</b>		
9. Ability to communicate effectively at a senior level in presentations, at meetings and in writing	E	I
10. Ability to present highly complex statistical material to a variety of professional and lay audiences.	E	I
11. Impact & Influence - persuades, convinces, influences and makes a positive impression on others (individuals or groups) to achieve positive outcomes	E	I
12. Building collaborative relationships - works and engages constructively with key players	E	I
13. Team leadership - acting in a leadership capacity, generally to those who are more junior and who may be from various professional backgrounds. Managing, engaging and facilitating others to work collaboratively	E	I

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across professional boundaries so that excellent services are delivered, which meet the council's objectives		
14. Analytical judgement, policy making and decision making	E	S
15. Communicating effectively - shares ideas, information and conveys emotions through the written and spoken word	E	I
16. Political influence and management – works effectively in a high profile and politically sensitive environment.	E	I
17. Managing finance - Understands the principles of financial management and probity to ensure compliance with the council's standards on financial management and to maximise operational efficiency and effectiveness.	E	I
18. Project management - to manage multiple tasks which have a common outcome to be achieved within a finite timescale requiring the co-ordination of activities and people, outside the role's routine responsibilities	E	I
19. Initiative - identifies opportunities, problems or obstacles and is prepared to take action now to shape and implement a vision for the future	E	I
<b>Special Conditions of Recruitment:</b>		
Comply with and promote the Council's Equal opportunities policy.		
The duties of this post may involve the requirement to work outside normal working hours.		

**Key:**      **E**    Essential

**S**      Shortlisting criteria  
**I**      Evaluated at interview  
**T**      Subject to test

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