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| **Role Title** | **Head of Health, Safety and Wellbeing** |
| **Job Family** | **People, Organisational Development and Business Support** |
| **Competency Level** | **Senior Manager** |
| **Pay Scale** | **PO11 subject to evaluation** |
| **Purpose** | |
| The Head of Health, Safety & Wellbeing will lead and facilitate the continued development, implementation, measurement and maintenance of the Council’s health and safety management system including development and implementation of a wellbeing strategy. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  . | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified. |
| Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility | Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job Specific Accountabilities:** |  |
| Advise on the content and structure of the Council’s Health & Safety policies, procedures and management system, taking account of changes in legislation, Approved Codes of Practice and relevant published guidance. | The management system is fit for purpose, safe, secure and compliant with relevant legislation  The risks to staff, service users and members of the public is minimised  Assurance on health and safety management standards is reported regularly to senior management, with action plans for improvement are agreed, implemented and reviewed  Advise Senior Leadership on setting annual health, safety and wellbeing objectives |
| Budget planning and management for all site activity | Well managed budget  Achieves agreed income targets to deliver within budget  Delivers a good quality service  Procure and maintain the Occupational Health, Employee Assistance Programme and other relevant contracts  Delivers value for money |
| Liaise with trade union safety representatives. | Suitable consultation of policies and procedures  Shared learning from inspections and incidents  Pragmatic reasonable adjustments are developed and implemented  Suitable and sufficient risk assessments are in place along with reasonably practicable controls |
| Conduct end-to-end reviews of major incidents, liaising with enforcing agencies as appropriate, and ensuring lessons-learned are imbedded into policies and procedures | Development of appropriate management reports with reasonably practicable solutions that can be implemented within a reasonable timescale  Updated policies and procedures |
| Development, promotion and continual improvement of management and staff competence | Development of an annual training programme to address the significant hazards faced by mangers and staff |
| Maintain council databases, e.g. Cautionary Contact, accident, training and report statistical information to the Corporate Health and Safety Board and Senior Leadership Team | Development of appropriate policy, guidance and training for staff and managers to use the databases effectively and development of statistical reports to the Corporate Health and Safety Board |
| Deliver actions to address the climate emergency | Carbon footprint for team is minimised  Maximised awareness of environmental measures and best practice across the team |

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| **Nature of Contacts**  Chief Executive and strategic directors, Senior managers, members and equivalent level external contacts.  Key stakeholders: Directorate Health and Safety Coordinators, Public Health, Schools Management, Organisational Development, Facilities Management  Identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.  Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. |

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| **Procedural Context**  Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations; and work out of normal hours, including weekends. |
| **Key Facts and Figures**  Winner of the 2019 Municipal Journal Local Authority of the Year, and host of the Mayor’s first-ever London Borough of Culture – there’s a real buzz in Waltham Forest and we’re looking for a motivated, talented Head of Health, Safety and Wellbeing to join the team.  We’re looking for a candidate determined to build on their skills as they work toward becoming a local government health, safety and wellbeing expert. You will have excellent leadership skills with the ability to develop a continually improving health and safety management system along with developing and implementing a wellbeing strategy.  Bursting with culture, innovation, energy and opportunity, Waltham Forest is a place people want to live, raise a family, start a business and work. The pandemic has meant that delivering fantastic local services are more important now than ever, and over this past year we have risen to new challenges through the adoption of new ways of working and innovation in service delivery which have enabled us to continue to make a difference for our staff and residents. And that’s where your skills come in! We are really keen to hear from talented people who want to lead health, safety and wellbeing to new standards.  Waltham Forest is a highly diverse outer London borough, the 82nd nationally most deprived out of 326 boroughs, developing and maintaining equalities throughout the work of the team is an essential requirement. |

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| **Resourcing**  Budget Responsibilities**:** Direct responsibility for £385k revenue spend. Agreed income targets: £26k per year.  Supervisory Responsibilities: Line management: 2 x Health and Safety Adviser (PO6), Health and Wellbeing Officer (PO4-PO6), Health and Safety Assistant Adviser (PO4), Health and Safety Apprenticeship Adviser (Level 3)  Enable others to understand changes and developments in relevant area and learn new processes / procedures.  Responsible for ensuring contractors / providers deliver to agreed standards.  May manage project teams of both internal staff and external contractors / consultants  Reports to: Director of People, Organisational Development and Business Support |
| **Knowledge, Skills and Experience**   * Minimum of 5 years’ experience of working in complex and busy site operations in a council or similar public facing organisation * Experience of delivering programme of continual improvement, including upskilling key stakeholders * Commitment to equality diversity and inclusion across all activity. * Excellent organisational, logistics and leadership skills * Ability to manage and motivate team * Proven experience in building and managing relationships with key partners * Ability to work to deadlines and keep calm under pressure * Behaves with integrity and honesty and acts confidentially where required * Outstanding communication abilities, with the ability to work collaboratively across the directorate/council * Excellent interpersonal skills with the ability to establish trust and confidence at all levels and externally * NEBOSH National Diploma in Occupational Safety & Health; or NVQ Level 4/5 in Occupational Health & Safety Practice, or similar * Graduate Member of the Institute of Occupational Health and working towards chartered membership * Chartered/Fellow Membership of the Institute of Occupational Safety and Health (desirable) * CFPA Diploma in Fire Prevention; or NEBOSH National Certificate in Fire Safety and Risk Management, or similar (desirable) * Health & Safety Lead Auditor qualification (desirable) * Wellbeing / Mental Health / Stress Management qualification (desirable) * Ability to influence and negotiate with internal partners and clients (desirable) * Solid knowledge of performance reporting and financial budget processes (desirable) * Knowledge of Waltham Forest (desirable) * Experience of operating in a political environment (desirable) |
| **Indicative Qualifications**  Educated to degree standard or equivalent  Relevant professional qualification |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |