

ROLE PROFILE

Role Title: Head of the Regulatory Unit

Service Group: Neighbourhood Services

Accountable to: Assistant Director Neighbourhood Services

Grade: M

JE0911

Purpose of job (outline what, to whom and why)

Provide operational vision, leadership and support as a key management role and be accountable within Neighbourhood Services for the effective delivery of services with the Regulatory Unit.

To ensure that all services within the Regulatory Unit are in accordance with the Council's policies and priorities.

To take a lead role in the development of the integrated multi professional teams within the Regulatory Unit

To lead on providing a consistent compliance approach across the Council either directly within the Regulatory Unit or by providing guidance and procedural notes for use by other activities across the Council

To ensure the Bereavement and Registration Services are run in the most cost effective and efficient way.

Key Objectives (list what outcomes are essential)

1	To actively contribute to the development and implementation of appropriate Council policies, strategies and plans. This includes supporting the Assistant Director of Neighbourhood Services in the delivery of the Group's services vision and outcomes.
2	To actively develop and implement policies, strategies and delivery plans with identified outcomes across the range of regulatory services
3	To ensure that the regulatory framework complies with statutory requirements. This includes complying with statutory regulations, including use of information and guidance to improve awareness and consistency as well as deciding whether the authority will prosecute defendants.
4	To manage and deliver against resources, including budgets, information and people in the Regulatory Unit effectively inline with Council policies and procedures
5	To develop an effective multi tasked unit that brings together both specialist and generalist skills that reduces overlap and duplication. This includes reviewing effectiveness of existing working methods and devise, in conjunction with relevant staff, creative approaches to service development
6	To support the economic growth of Milton Keynes and it's community, including business, by effectively ensuring compliance and applying enforcing measures in accordance with statutory requirements

Scope (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

The regulatory unit's primary role is to ensure that the correct legal and technical advice is provided to all its customers both externally to the business and residential sectors and internally, and the relevant legislation is complied with and where necessary enforced.

The role holder will lead on a range of regulatory functions within a Regulatory Unit framework. There will be a number of specialist and general skill sets required to deliver these functions. It is critical that these functions compliment and provide an effective regulatory service both internal and external to the Council.

The role holder will represent the services at relevant Executive, Licensing, Scrutiny and Audit Committees. It will also represent the Council on relevant outside bodies, government bodies and other agencies as is appropriate to the services within the Unit.

The role holder will lead on establishing consistent practices and procedures for all regulatory matters for both within the Unit and across the Council.

The role holder will ensure, by working with the Council's Director of Strategy, that the Council's Low Carbon agenda is actively promoted both internally and externally and implemented in accordance with agreed action plans.

The role holder will deputise for the Chief Executive in relation to the corporate requirements under the Civil Contingencies Act and emergency preparedness by representing the authority at the Thames Valley Local Resilience Forum.

The role holder will work with the community and business to ensure a healthy and safe trading environment.

The role holder will lead an overall team of 109 staff across the unit and across a range of disciplines and will have direct line management responsibilities for up to 4 staff as well as being the link to the Coroner for the organisation.

The role holder will have overall responsibility, via the respective budget manager for each service area, a combined budget of £7m and £4m income, with £3.7m being staffing costs.

Work Profile (outline the main areas of responsibility and accountability and competencies)

The role holder will have a number of current services that will contribute to the formation of this new unit. They include:

- Environmental Health
- Building Control
- Trading Standards
- Planning Enforcement
- Animal health and control
- Financial Investigations
- Licensing – explosives, petroleum, alcohol, tattooists, poisons, gambling, skips and scaffolding, children's

- The Safer Communities Unit – including tackling anti social behaviour, enviro-crime and managing traveller encampments
- Internal specialists – Health & Safety and Emergency Planning.
- Registration Service
- Bereavement Service
- Coroner's Service

The role holder will develop and structure an effective mix of skills across these services into the Regulatory Unit. The outcomes from this will be a service that operates best practice and offers value for money in:

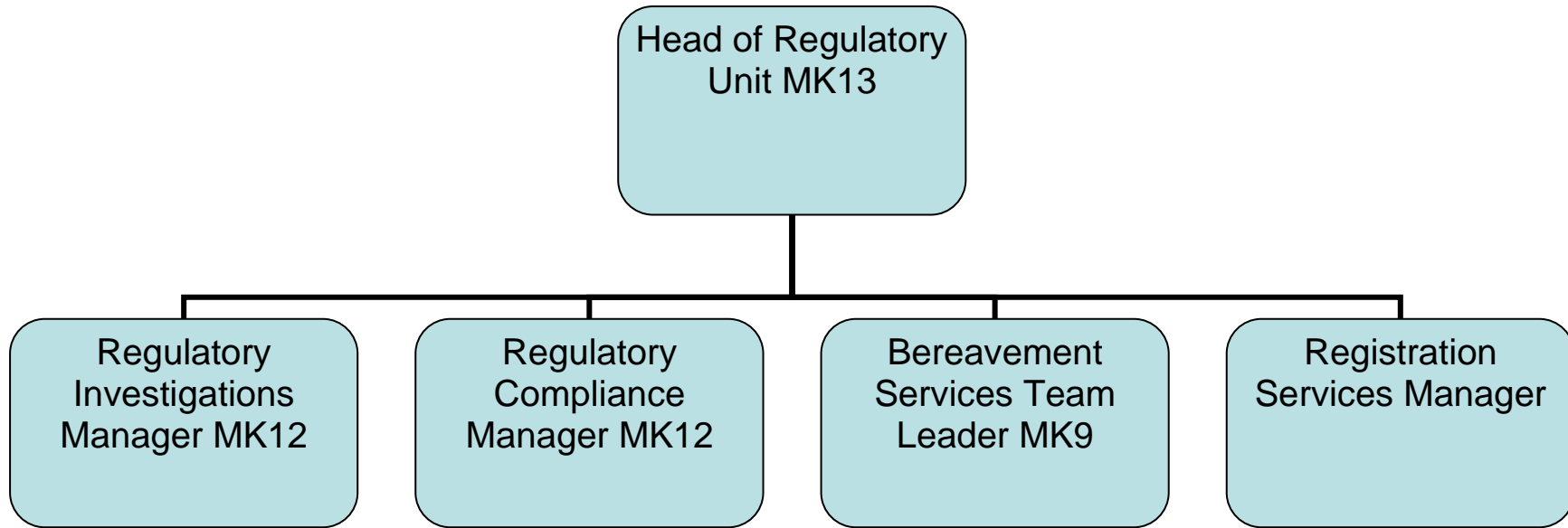
- regulatory inspection,
- business engagement,
- licensing,
- routine and complex investigations.

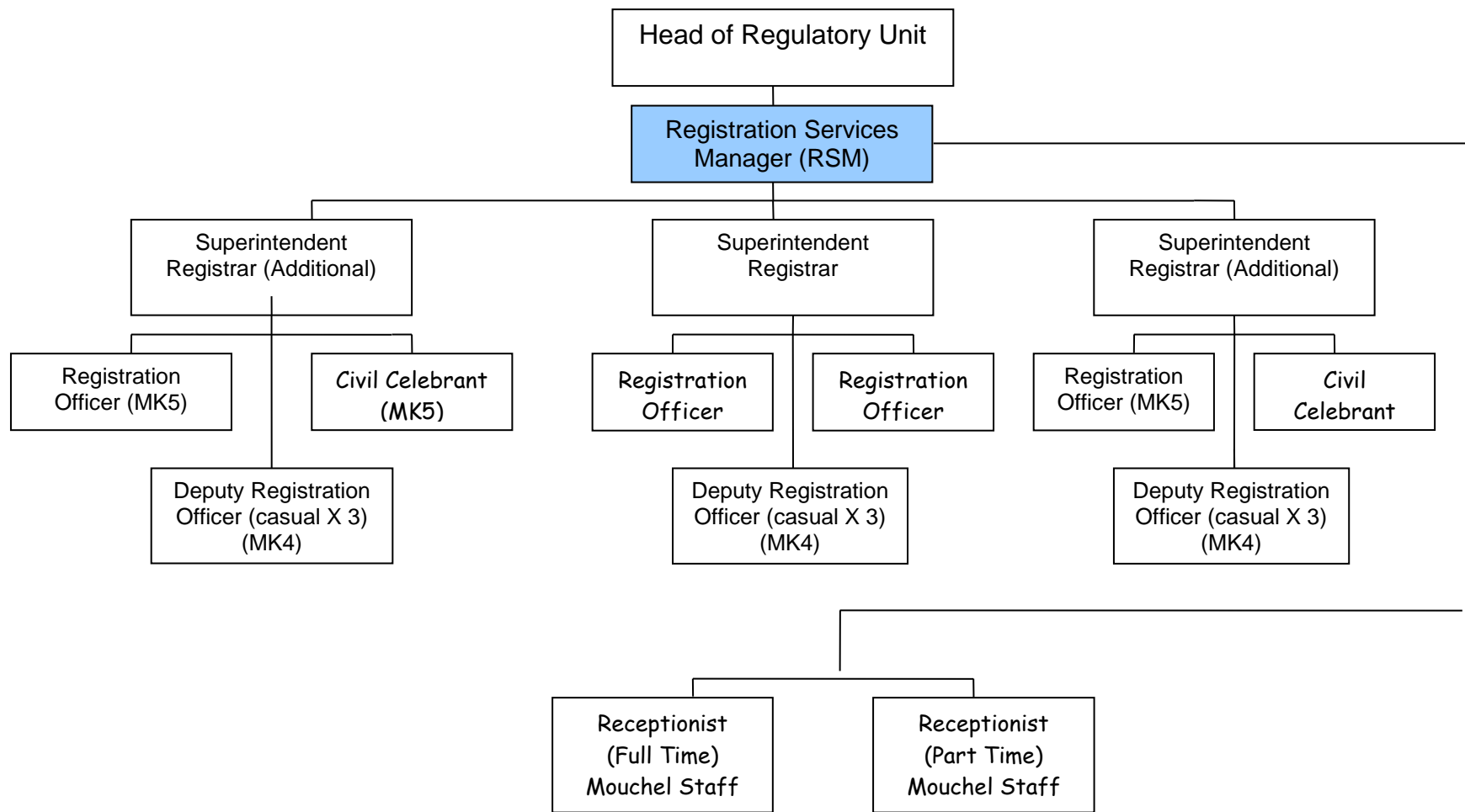
In addition the unit will offer, internal compliance around:

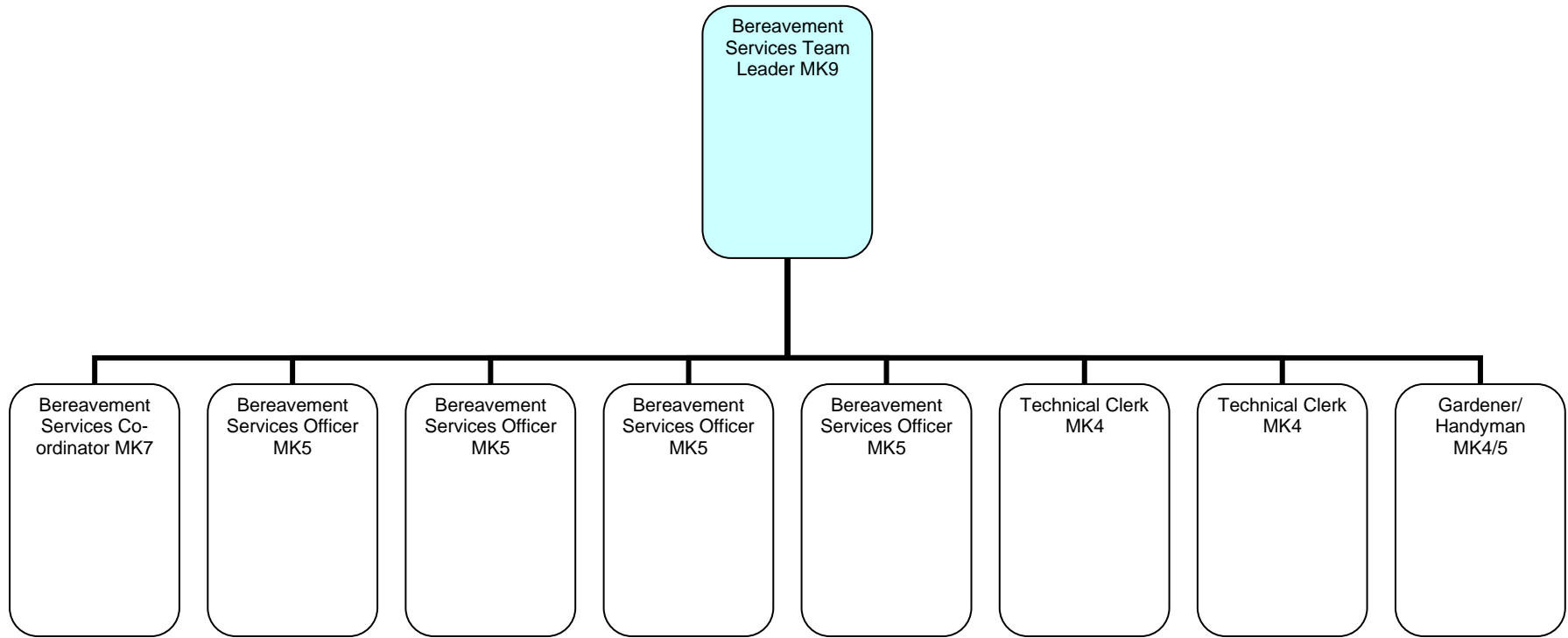
- emergency planning,
- corporate health & safety.

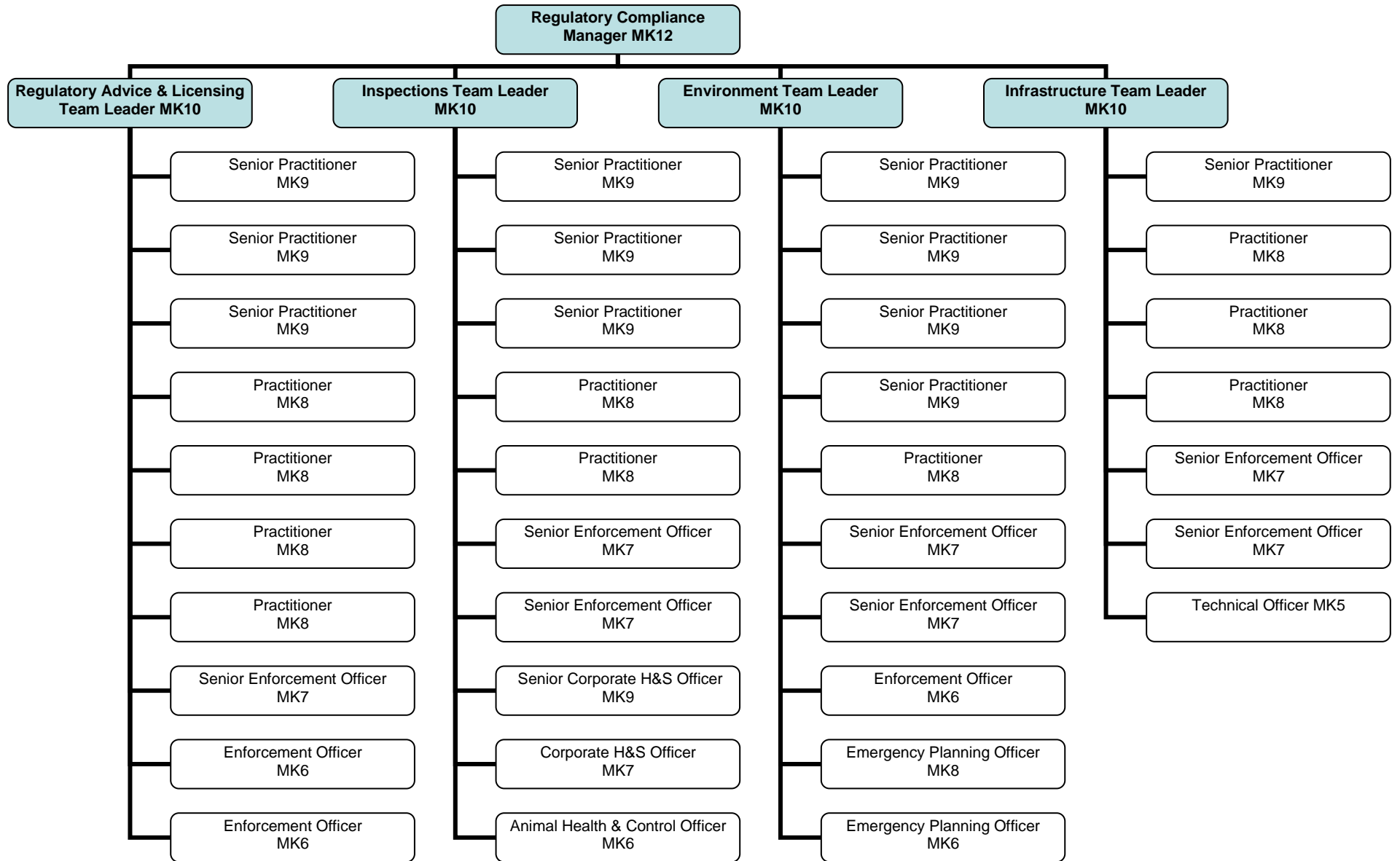
Job Context (attach the organisation chart(s) relating to the role)

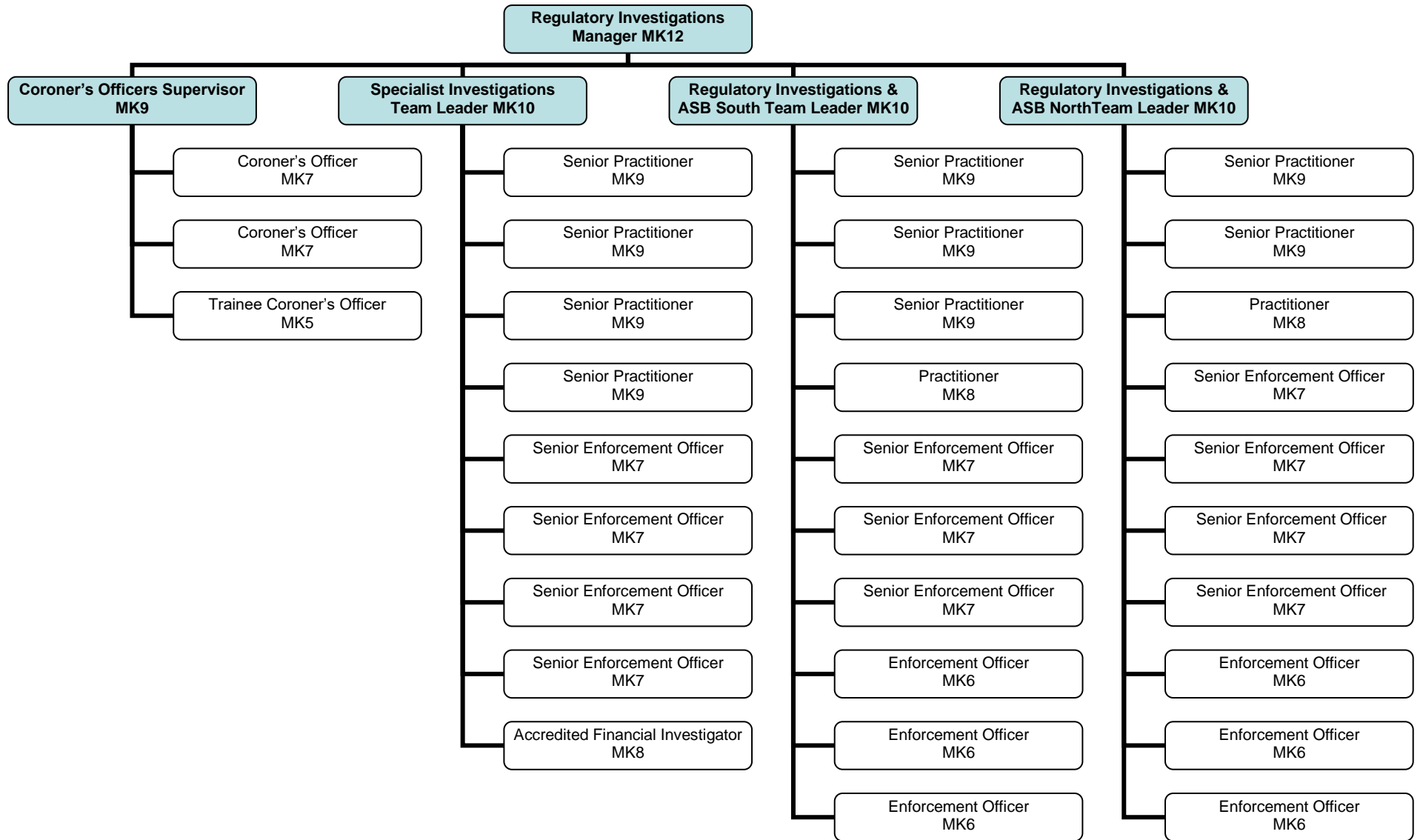
Please see attached











PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

Awareness some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

Significant knowledge and skills gained through practice and/or qualification sufficient to fulfill the role requirements

Extensive knowledge and skills gained through practice and/ or qualification to fulfill the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level		Method of Assessment interview, testing, reference	
		Essential	Desirable	Awareness	Significant		
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Qualified to a professional standard in a discipline relevant to the functions of the Unit e.g. compliance and/or investigation	X			X	Application Form (AF) AF + Interview (i)	
	Detailed knowledge of the regulatory functions of compliance and investigation	X			X		
	A clear understanding of the legislative framework that a Regulatory Unit operates in and the national policies that underpin this framework	X			X		AF + i
	Previous senior leadership in regulatory functions within local government	X			X		AF + Reference (R)
	Demonstrable approach to shaping regulatory functions within a local authority environment to be fit for purpose	X			X		AF & I & R
Planning and organising work	Thinks and acts strategically	X			X	I + R	
	Highly developed oral and written communication skills	X			X	AF & I	
	Works strategically across a complex organisation, such as a local authority, and with partners	X			X	I	
	Plans and organises work to deliver agreed outcomes	X			X	I	
Planning capacity and resources	Able to plan, set and manage budgets and resource flexibly	X			X	AF & I	
	Able to effective lead and motivate staff in the delivery of	X			X	AF & I & R	

	outcomes Able to work together with partners, both internally and externally, in the delivery of an effective set of services	X				X	AF & I
Influencing and interpersonal skills	Demonstrates effective leadership within a complex organisation such as a local authority	X				X	AF & I
	Demonstrates strong interpersonal skills both within and out with the organisation particularly in managing customer/stakeholder expectations	X				X	I
	Able to apply political sensitivity to decision making	X			X		I
PROBLEM-SOLVING	Good analytical skills	X				X	I
Using initiative to overcome problems	Shaping and using resources to best effect in finding and delivering solutions	X			X		I
	Demonstrates the use short, medium and long-term planning in designing solutions	X			X		I
Managing risk	Ability to systematically analyse and manage risk including mitigation planning	X			x		I
Managing change	Ability to develop and shape functions that transform service and lead to better outcomes	X			X		I
ACCOUNTABILITY and RESPONSIBILITY	Takes responsibility for the overall performance of the Unit	X			X		I
Undertakes tasks without supervision	Manages, reports on and mitigates against variance to agreed service outcomes	X			X		I
	Ensures effective governance within the Unit	X			X		I
Managing people	Matches skill to deliver the outcomes within the Unit	X				X	I
	Supportive of staff to achieve agreed targets	X			X		I
	Effectively manages staff in accordance with Council HR policies	X			X		I
Managing financial resources	Manages the Unit financial resource within agreed budgets	X				X	I
	Manages, reports on and mitigates against variance to agreed budgets	X			X		I
	Makes efficiency proposals to reduce the cost burden on the Council	X			X		I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements, Leading Change, Focus on the Customer, Team Working, Delivering Performance, Motivation, Managing Resources.

Other information e.g.

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Job holder	Signed Line Manager	Signed Corporate Director	
Print Job Holder	Print Line Manager	Print Corporate Director	Date