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| **Job Description** |
| **Post title** | Team Leader - EHCP |
| **JE Reference No** | N8062 |
| **Grade** | 12 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** | Community Protection Services  |
| **Reporting to** | 5th tier Operational Manager |
| **Location** | Your normal place of work will be Meadowfield Annand House, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Contribute to the strategic and operational management of the Environment, Health and Consumer Protection service ensuring that the Council’s aims and objectives are implemented.

To contribute to the development of strategies, policies and procedures to make County Durham a healthy and safe place, and to work in partnership with others to promote community and economic wellbeing, and to protect and improve the health and quality of life of those who live, visit and work in County Durham.

To deputise for the Operational Manager as requested, on all matters associated with the Division in his/her absence.

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| **Duties and responsibilities** |

* To assist the Operational Manager in the day-to-day management of a specialist service team within the EHCP service.
* To assist the Operational Managerin the preparation, monitoring and review of policy and procedures within a specialist area, to ensure effective delivery of services to quality standards.
* Maintain in-depth technical knowledge within a specialist area to enable strategic day to day line management and support the strategic development of the service.
* To assist the Operational Manager in the delivery of a range of services surrounding Environmental Health functions and in specialist services relating to their particular service team in accordance with service policies and procedures, and within the legislative framework, using the full range of enforcement powers, advice and education.
* To assist the Operational Manager in the operational management of the service team including management of staff resources, identification of training and development needs and ensuring delivery of customer care.
* To enforce relevant environmental health through inspection, sampling and other interventions.
* Provide advice, guidance and support to the Head of Environment, Health & Consumer Protection, Environment and Health Protection Manager, Extended Management Team and Elected Members.
* Maintain in-depth technical knowledge within a specialist area to enable strategic day to day line management and support the strategic development of the service.
* To interpret and implement service procedures, legal requirements and statutory guidance and other information within a specialist service area.
* Preparation and presentation of information on environmental health issues for promotion purposes including material for publication, guidance and advice.
* To respond to requests for services outside of normal working hours, this may require the post holder to undertake certain duties and responsibilities at unsocial times including evenings and weekends.
* To ensure compliance with regulatory frameworks and develop, implement and review operational service plans, policies and procedures relevant to the functions of the section.
* Manage employee attendance in accordance with the Council’s policy and procedures with the aim of achieving the most effective use of available resources.
* Co-ordinate operational work programmes in accordance with Council priorities. Monitor and review individual and team performances. Collate and analyse information concerning EHCP services including performance data as required by the Health Protection Manager.
* To communicate a clear sense of purpose and direction in order to motivate and develop staff.
* Ensure that employee appraisals are carried out annually and that training and development needs and plans for employees in the section are produced.
* To supervise, monitor, coach, train and mentor employees in accordance with personal development programmes.
* To ensure the needs of our customers are considered at all times to enable the Council to deliver customer focussed services in line with customer needs.
* Liaise with relevant organisations and represent the Council at meetings with external stakeholders as required.
* Provide advice as required on matters related to specialist service area. Communicate effectively in speech and writing, including drafting reports and dealing with correspondence.
* Presentation of reports at, meetings of the Cabinet, Overview and Scrutiny panels and other Committees as directed by the Head of Environment, Health and Consumer Protection.
* Ensure compliance with all Health and Safety legislative requirements including undertaking risk assessments and implementation of safe systems of work in accordance with Council policies and procedures.
* To engage with all relevant stakeholders and seek opportunities for partnership working and to raise the profile of the service.
* To represent the Council and to attend Court as necessary in any legal proceedings relating to the service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree or Diploma in Environmental Health.
* Registration with EHRB.
 | * Management Qualification.
* Relevant post graduate certificates.
* Membership of CIEH.
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| Experience | * Significant experience in relevant service area(s).
* Management experience of multi-disciplined service teams.
* Experience of local government structure and operation.
* Local Government and associated policy and procedures.
* Experience in performance monitoring and management.
* Experience in managing budgets and other resources including preparing funding bids.
* In depth experience of carrying out complex or technical investigations, inspections/interventions, and associated work in relevant service area including, researching legislation, case law and technical developments as necessary.
* Experience in enforcement and legal proceedings including court experience.
* Ability to provide detailed technical advice to customers.
* Experience of using IT systems.
 | * Experience in the management of change within specific service area.
* Experience in strategic planning of services and project management.
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| Skills & Knowledge | * Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary.
* Ability to lead and motivate professional, technical and administrative staff in meeting service objectives.
* Ability to organise and prioritise own and team workloads.
* Ability to accurately research in detail scientific, technical and legal issues for own use and for the benefit of team members.
* Ability to interpret and understand technical data and reports and prepare reports intended for a range of audiences.
* Evidence of good negotiating and influencing skills.
* Able to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues.
* Capable of adapting and responding to changing technologies and corporate and service delivery requirements.
* Ability to build and develop teams.
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| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors.
* Able to work as a team member.
* Capable of working effectively under own initiative within delegated responsibility.
* Computer literate.
* Knowledge of scientific, technical and legal aspects relevant to the specialist area sufficient to act as a specialist resource within the Environment, Health and Consumer Protection Service.
* Awareness of future proposals, trends and issues relating to the relevant functions.
* Knowledge of other relevant functions within the Department.
* Understanding of Performance Management frameworks. Best value and CPA framework.
* Travel is an essential requirement of the post.
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