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| **NCC – Community Protection Service** | |
| **Post title** | **Team Leader – Horden Together (Places)** |
| **JE Reference No** | N11268 |
| **Grade** | 14 |
| **Service** | Community Protection |
| **Service Area** | Safer Places |
| **Reporting to** | Horden Together Partnership Manager |
| **Location** | Your normal place of work will be 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 Community Protection service ensuring that the Council’s aims and objectives are implemented.

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.

Assist in the day to day management of the Horden Together (Places) Team to ensure compliance with the requirements of relevant legislation, local and national policies and standards.

Deputise for the Horden Together Partnership Manager as requested, on all matters associated with the Division in his/her absence.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:-

* To lead a multi-disciplined and / or placed based team and work collaboratively with key partners to deliver services, operations and projects that impact upon improving health and wellbeing, reduce crime and disorder and promote compliance, ensuring the delivery of better outcomes to meet the needs of individuals and the local community.
* Act as the Technical Specialist and Lead Officer for a relevant discipline within the Community Protection service with specific responsibility for developing technical guidance, providing expert opinion/advice and contribute to technical working groups, contribute to corporate projects and regional and national initiatives.
* Develop and oversee area based / multi agency initiatives around key area of specialism and use problem solving approaches to develop innovative solutions to persistent or long standing issues.
* Be responsible for the performance management of any shared partnership plans and report upon the same via agreed channels.
* Engage with residential / business community and promote conversation and feedback to inform service developments, problem solving and customer needs.
* Engage with all relevant stakeholders and seek opportunities for partnership working and to raise the profile of the service
* Assist in the day-to-day management of the Horden Together (Places) Team within the Community Protection Service.
* Assist in the delivery of a range of services in accordance with service policies and procedures, and within the legislative framework, using the full range of enforcement powers, advice and education.
* Contribute to the corporate emergency planning response for the management of major incidents at an operational level and support the service leads, the Civil Contingencies Unit and Public Health team to prepare, respond and recover from pandemics, other bio-security risks and acts of counter terrorism.
* Provide advice, guidance and support to the Head of Community Protection, Extended Management Team and Elected Members.
* Assist in 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 interpret and implement service procedures, legal requirements and statutory guidance and other information within a specialist service area.
* Preparation and presentation of information on health and safety issues for health 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.
* Contribute to the corporate emergency planning response for the management of major incidents at an operational level.
* Provide technical support to the CP Professional Development Manager in the development of a curriculum of evidence based learning.
* Provide coaching and mentoring support for apprentices, trainees and existing employees to support workforce development and future business needs.
* Implement the supported training programme and supervise, task and monitor performance of graduates, trainees and apprentices aligned to the team ensuring that the learning outcomes are met.
* Contribute to the evaluation of the supported training programme ensuring that evidence based learning assessments are reviewed, verified and completed.
* Prepare and deliver specialist training to employees, businesses and partners as part of internal and external training activities and events.
* To ensure compliance with regulatory frameworks and develop, implement and review operational service plans, policies and procedures relevant to the functions of the section.
* Co-ordinate operational work programmes in accordance with Council priorities. Monitor and review individual and team performances. Collate and analyse information concerning services including performance data as required.
* To communicate a clear sense of purpose and direction in order to motivate and develop staff.
* 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.
* To engage with all relevant stakeholders and seek opportunities for partnership working and to raise the profile of the service
* To deliver continual improvement in all relevant service areas and ensure that all relevant policies and procedures are fully implemented.
* Presentation of reports at, meetings of the Cabinet, Overview and Scrutiny panels and other Committees as directed by the Head of Community Protection.

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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**

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**

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.

*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.*.

Person Specification

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|  | **Essential** | **Desirable** |
| Qualification | * Degree or Diploma in relevant subject | * Management certificate * Relevant post graduate qualifications * Evidence of Continuing Professional Development * Corporate Membership / Chartered Status of relevant professional body |
| Experience | * Significant experience in relevant service area (s). * Management experience of multi-disciplined service teams. * 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 * Managerial/ Supervisory experience of the front line services covered by this post or similar areas. * A track record of improvements to a similar service. * A track record of partnership working in the delivery of related outcomes * Experience of managing/ supervising teams across agencies. * Experience of leading and motivating front line staff, including consultation and negotiation with Trade Unions * Experience of working with elected Members and responding appropriately to service requests. | * Experience of press and media work in raising the profile and reputation of services. * A track record of the identification and implementation of service efficiencies. * Experience of the initiation and/ or implementation of management of change. |
| 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 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 * Financial and budgetary acumen in the oversight and management of budgets and funding. * A proven track record of delivering outcomes through leading, motivating, managing and empowering multi-disciplinary teams and across professional boundaries. * Good level written and oral communication skills, with ability to inspire others. * Good knowledge of Community Protection Services and legislation. * Knowledge of health and safety requirements. * Ability to organise and prioritise own and team workloads * Proven skills in performance management. Awareness and skills in human resource management, for example absence management, disciplinary, recruitment. | * Project management skills in the delivery of projects. * Contract management skills and tendering, either as a client, contractor or both. * Understanding and skills in risk management. |
| Personal Qualities | * Team and results orientated outlook, willing to be flexible and adaptable to meet changing needs. * Self motivated, proactive and enthusiastic. * Customer focus and positive outlook, communicating with tact and diplomacy * Outlook and ability to work to tight deadlines * Good attendance record in current/previous employment. | * Excellent ICT skills for example word, powerpoint excel and e-mail management. * Recognises and praises achievement whilst challenging poor performance or unacceptable behaviour |
| Special Requirements | * Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover) * Will be required to work outside of normal hours |  |