

Job Title	Environmental Health and Trading Standards Team Leader: 1- Environmental Protection 2- Food and Health & Safety 3- Trading Standards	Post Number	L8410		
Department	PLACE	Division	Place Operations (Customer and Regulatory)		
Section/Team	Environmental Health and Trading Standards	Reports to	Environmental Health and Trading Standards Service Manager		
Career Family	Technical, Enforcement and Regulations	Role Profile No.	TER04	Hay Grade	4

Context

About the role

As an Environmental Health and Trading Standards based Team Leaders, the post holder will lead a functional area within Environmental Health and Trading Standards, forming part of the management team and contributing to the wider service.

This role is responsible for the management and delivery of services aimed at protecting the health of our residents, businesses and communities by providing statutory environmental health and trading standards services. The post holder will lead one of the following functional areas: Trading Standards, Environmental Protection or Food and Health & Safety. However, s/he will work interchangeably with the other Team Leaders, using existing skills and expertise and with any training or support as needed, and will be expected to provide short term cover for the Environmental Health and Trading Standards Manager.

The service areas include functions relating to nuisance; noise and pollution control including air quality; contaminated land and industrial installations; food safety and standards; communicable diseases; health and safety of people who work at premises and locations where the Council is the enforcing authority; housing standards, disabled facilities grants, empty homes and home energy conservation; trading standards, metrology, product safety, under age sales, petroleum and explosives licensing, fair trade, rogue trading, animal health/welfare/licensing, feeding stuffs and consumer advice.

The post holder will need to lead a balanced delivery of risk-based service provision involving both preventive and reactive actions. Preventative measures include inspection, interventions, campaigns and programmes. Reactive actions include the investigation of and appropriate action in response to breaches of statutory requirements and provision to address statutory needs, in order to protect consumers, businesses, health and the environment. This will also include preparing for and responding to major incidents and

outbreaks.

The post holder may be required to work as part of the environmental health and trading standards emergency Out of Hours rota. This applies to emergencies only and will only be invoked should the service not be able to be provided on a voluntary basis.

Physical Effort and Working Environment (other than in a normal office environment)

The post holder will work in line with new ways of working but may require visits to residential, business or industrial premises, or open sites. There will be some working outside of normal working hours.

About the team

The team will comprise a group of professional staff who lead prevention and intervention in specific themed areas which are currently:

- Environmental Protection
 - Air Quality
 - Pollution control
 - Contaminated land
 - Environmental Searches
 - Statutory Nuisances
 - Planning advice
 - Safety Advisory Group
- Food Safety and Standards and Health and Safety
 - Inspections and interventions: Food hygiene and standards and health and safety
 - Service Requests
 - Infectious Diseases
 - Sampling
 - Projects
 - Complaints – employees and public
 - Investigation of injuries and ill health caused by work
 - Proactive inspections, interventions and campaigns
 - Education and support to local businesses
 - Primary Authority Role
- Private Sector Housing
 - Enforcement of housing standards
 - Disabled facility grants
 - Empty homes
 - Home energy Conservation / fuel poverty
 - Home renovation
 - Licensing of houses in multiple occupation
 - Accreditation

- Trading Standards
 - Enforcement
 - Metrology (statutory and commercial)
 - Product Safety
 - Petroleum and explosives licensing
 - Fair Trade
 - Animal Health/Welfare
 - Feeding stuffs
 - Consumer Advice

While some services (e.g. Scientific Services) are purchased from external suppliers, the majority of work is carried out directly by staff. The teams will need to have excellent relationships with users while still carrying out effective intervention and enforcement where needed.

About the wider section/function

Environmental Health and Trading Standards delivers key services aimed at protecting businesses, residents and communities by providing statutory services in relation to nuisance; noise and pollution control including air quality; contaminated land and industrial installations; food safety; communicable diseases; the health and safety of people who work at premises and locations where the Council is the Enforcing Authority (including safety at sports grounds and large events), trading standards, metrology, and the regulation of private sector housing.

Environmental Health and Trading Standards Service sits within Place Operations (Customer and Regulatory) which delivers a wide range of services through a variety of arrangements. The service leads on a range of engagement and enabling activity working in multi-agency.

Problem solving and decision making examples

Environmental health and trading standards work deals directly with issues that affect people's health and the environment. Legislation and guidance is constantly changing. The wide variety of service requests and possible actions requires sound knowledge and good judgement skills to ensure the most appropriate response. The post holder will lead a team (e.g., TS, EP, FHS), provide direction and support to staff and set an example for customer service and business support. The negative implications of poor decisions are potentially very serious in terms of people's health and reputational damage.

The post holder will develop and produce an annual service plan for their functional area, with the involvement and support of the team. Identify new challenges and prepare appropriate service responses. Identify the resource requirements for new or changed legislation, design appropriate delivery methods and oversee the implementation e.g. new air quality requirements, changing food legislation, or new antisocial behaviour powers, etc. Reviewing existing procedures and practices using their knowledge and expertise to identify and introduce improvements for the team and in conjunction with other service areas or external partners, e.g. improving the collaborative approach to responding to some antisocial behaviour issues involving EH and other teams and partners. There often a

number of alternative options, none of which provided an immediate or ideal solution. The decision made by the post holder therefore requires an assessment of the options to get the best fit with the minimal negative impact. There is a balance to be struck across a number of considerations, time, costs, likelihood of complaints, potential for appeal and delay.

The post holder will provide advice and guidance to the team on the correct enforcement option for legislative breaches such as statutory nuisances, accidents at work, unfit food, outbreaks of a notifiable animal disease etc. Be able to assess the information available and guide staff to the correct course of action; this may imply difficult decisions which are not well received by customers, businesses or members.

Monitor team performance and team budget on a monthly basis and produce performance reports on a quarterly basis. Be able to assess and balance long-term project work alongside high demand reactive work.

Prepare and present reports on major service issues to senior management, members and where necessary public meetings, forums or partnerships events.

The post holder will investigate complaints and Ombudsman enquiries and provide guidance and advice to Members regarding the work of the section.

Role Purpose

As a leader and manager of a team or a technical specialist provide a high level of technical expertise in a technical, enforcement and regulation service area within the context of the business plan and specific project objectives.

Key Responsibilities

May lead, motivate and develop a team, with overall responsibility for technical, enforcement and regulation services. This will ensure that services are well organised and delivered effectively, a positive culture is encouraged, the team is capable, skilled and knowledgeable and performance objectives are achieved.

Plan and organise work and influence and input to the preparation of plans and budgets for the service, taking account of external developments and priorities. Ensure that work is completed to set time scales.

Develop and implement up-to-date policies and procedures in own specialist areas in conjunction with senior members of the team. Interpret the latest legislation, regulations and codes of practice and apply them consistently.

Organise and control the work and if relevant, budget of teams in specialist area to ensure targets are achieved, that work meets the required standards and the contribution of expertise is co-ordinated.

Develop innovative solutions to complex technical issues ensuring that they are successfully implemented and that any issues with wider implications have been raised and

consulted with.
Provide expert and prompt advice to customers and partners on major issues in own specialist areas ensuring that effective customer relationships are established and maintained and that the Council is aware of implications, risks and benefits.
Co-ordinate the preparation and presentation of reports on complex issues. This will ensure that reports are completed on time and meet Council guidelines and a clear summary of issues, progress and implications is produced. Also represent the Council's interests ensuring that the Council's position is advocated.
Determine compliance with Council policies, regulations and codes of practice monitoring standards and enforcing decisions using sound judgement. As appropriate reports and recommendations are prepared for senior managers and enforcement decisions are implemented.
Lead and manage complex projects as a technical expert for your area.
Contribute to identifying and securing adequate resources to support service projects.
Be the Council's expert witness as and when required
Contacts and Relationships
<p>You may inspire, motivate and develop staff to achieve high levels of performance.</p> <p>You will provide support and technical advice to a broad range of people including senior managers, councillors, other officials, community groups in your areas of expertise.</p> <p>You will advise colleagues and other technical experts influencing them to adopt your recommendations.</p> <p>You will liaise with and discuss opportunities with partners. This includes eliciting and explaining a range of information, negotiating to agree solutions, developing policy.</p>
Work Planning, Procedures and Organisation
<p>You will contribute to developing regulations, codes of practice, plans and budgets (where relevant) for services.</p> <p>You will establish processes and procedures; advocate policy decisions and defend their implications within and outside the Council.</p> <p>You will help to identify and secure resources, and allocate them effectively.</p> <p>You will prepare complex reports; developing innovative solutions to problems and new approaches.</p>
Knowledge, Skills and Experience
<ol style="list-style-type: none"> 1. You will hold a professional qualification and if appropriate ideally a management qualification at NVQ 4 level, or equivalent relevant experience

2. You will have experience of managing service delivery.
3. You will have in depth knowledge of service specific and professional issues.
4. You will demonstrate knowledge of software packages and in house systems applicable to your service area.
5. You will be able to persuade others and influence outcomes critical to the organisation.
6. You will demonstrate knowledge of local government and the relevant service area or department.
7. You will have financial experience or training sufficient to manage budgets where appropriate.
8. Good verbal and written communication skills including report writing and explanation of technical information to non technical audiences

Problem Solving

There are substantially varied, established procedures and standards in place to guide your thinking in how to resolve problems.

How you tackle different situations will be based on researching, finding, developing and then selecting the correct solution for the problem using your previous experience and knowledge. At this level you may be asked to think not only about the problem but also about its implications. You will be able to choose from a number of ways forward in response to different work situations.

General supervision relating to problems is available.

Facts and Figures

Numbers of staff managed/supervised

A team of between and 7 and 14 environmental health or trading standards staff (FTE); however, there will be routine covering for other team leaders and Team Leaders will be expected to stand in for the Environmental Health and Trading Standards Manager.

Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)

Budget holder is the Environmental Health and Trading Standards Manager. However, the post holder will be expected to monitor and control the team budget, e.g. (approx. figures) TS £450k, EP £500k, FHS £400k, PSH £550k plus £1.2M Grants; total EH budget approx. £1.5m + £1.2m capital. This can also include responsibility for elements of income generation and contract management.

Number of enquiries/items processed

Approximate levels:

6400 requests for service– approx. 2,000 Environmental Protection; 1,100 Food and 500 Health & Safety; 1,000 Private Sector Housing.

342 disabled adaptations, 60 empty homes, 450 households advised on energy

efficiency, 400 registered Houses of Multiple Occupation (Private Sector Housing)

2,500 proactive inspections - mainly Food & Health & Safety to promote safe practices and prevent food poisoning and accidents at work.

770 Infectious diseases / samples / accident investigations – mainly responding to food poisoning outbreaks and accidents at work to minimise the impact and ensure corrective action is taken

1000 planned inspections/investigations per annum. Up to 750 requests for service. Over 3000 complaints annually. Over 100 Acts of Parliament and 1500 Orders and Regulations (Trading Standards).

Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)

Depending on lead area can include management of the following:

Scientific Services contract £60k, Wessex Loans contract £24k, Energy Advice contract and work £39k, Ad-hoc contract management, e.g. Green Deal, Contaminated land, Air quality, Food festivals, Primary authority work, Servicing for specialist equipment e.g. noise meters. Can also include responsibility for income generation, e.g. approx. £40k industrial pollution control, £200k HMO licensing.

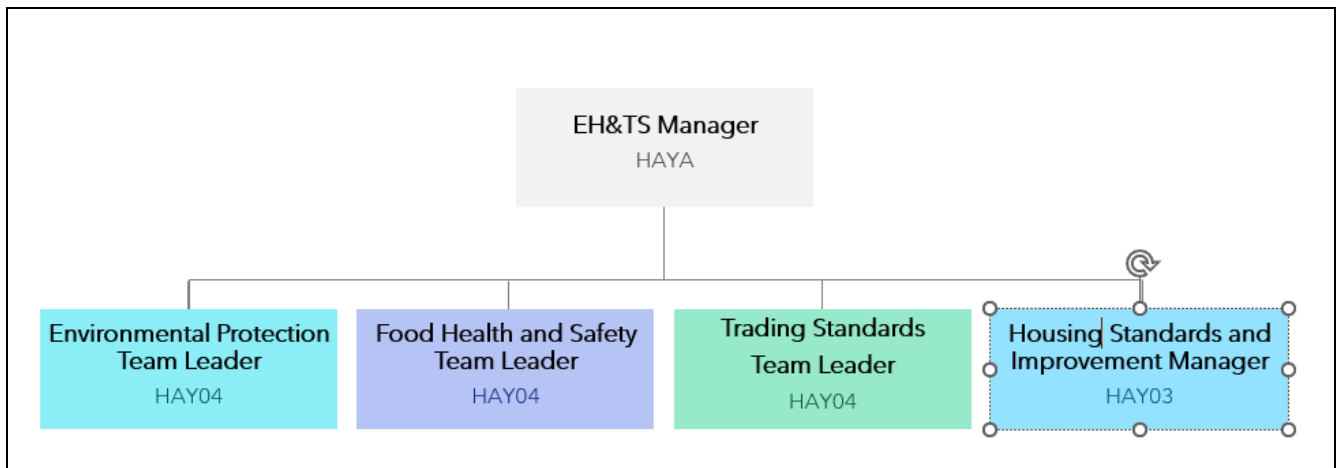
Size, complexity and number of cases/number of clients allocated

Team leaders will be responsible for ensuring their teams deliver the expected targets with respect to response and completion. They will ensure that the appropriate level of consideration is given to any formal action and will provide advice and guidance to team members. They will brief members where appropriate; both verbally and in report form. They will also design and lead the work programmes in conjunction with the relevant partner agencies, as well as dealing with staff performance issues.

Cases vary greatly from simple to highly technical and lengthy. They can involve highly sensitive or stressed individuals and communities and they can quickly move from straightforward to complex and high profile. Considerations about the reputation of the service and South Gloucestershire can be very significant. Complex cases can involve hundreds of thousands of pounds of fraudulent practices deal with very vulnerable members of society, involve hazardous material their storage and sale and could result in significant costs awarded against the council including reputational damage. Large investigations occur once or twice a year.

Cases can also have a direct impact of people's health and the environment. Emergency incidents, whilst rare, do happen and require considerable skills in terms of response as well as tact and diplomacy to avoid unnecessary public anxiety and concern

Organisation Chart



Person Specification

Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.

Essential

Educated to degree level (in a relevant discipline) and/or hold a relevant professional qualification (or able to demonstrate an equivalent level of knowledge). (KSE1).

Substantial experience in work related to Environment Health and/or Trading Standards. (KSE1)

Expertise in Environment Health and/or Trading Standards (trading standards, environmental protection, food and health & safety, private sector housing) processes and procedures as well as a good understanding of the service delivery environment. (KSE2,3&6)

Ability to ensure consistent customer driven service delivery, high professional standards and continuous service improvement, creating a positive and trusted reputation. (KSE2,5&8)

Experience of developing people capability in order to meet current and future demands, and the ability to lead the prioritisation of work to ensure both customer satisfaction and legislative requirements are met. (KSE2)

You will have a strong ability to communicate, influence and negotiate outcomes critical to the organisation, as well as the ability to translate technical issues to facilitate the understanding of non-technical audiences. (KSE5&8)

Develop innovative solutions to complex technical issues ensuring that they are successfully implemented and that any issues with wider implications have been raised and consulted on. (KSE2,3,4&5)

Desirable

A relevant management qualification, e.g. NVQ level 4 or equivalent. (KSE1)

Financial experience or training sufficient to manage budgets. (KSE7)