

ROLE PROFILE

Job family	Manager	Role profile number	MA15-2490	Grade O
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Job purpose: To manage a team responsible for delivering a service.

Grade O posts focus on the strategic management of a team of staff. Grade O posts are higher in 'Creativity & Innovation' and 'Decisions & Consequences' compared with grade N posts as these posts lead in advising and delivering specialist service areas, acting as the lead professional and point of contact in the relevant field. These posts also require significant post qualification experience at a technical/professional level as they lead complex and diverse areas of work.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 5 in management or equivalent experience
Knowledge and Skills	Experience of managing, motivating and developing multiple teams of staff involving different workstreams Experience of managing staffing budgets Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Significant experience of leading complex and diverse areas of work involving a wide range of contacts which has a high impact on the organisation and partners Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners Excellent leadership skills to inspire and motivate people in the delivery of work.
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council. Think and act strategically in problem solving and decision making in a complex political and business environment. A level of discretion is required in deciding what course of action to take and how to operate within the policy framework. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action and defining policies. Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature.

	<p>Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, will be dealing with highly challenging situations where influence could be required.</p> <p>Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Make decisions on complex business or politically sensitive issues within the specialist area. Make, or influence, business decisions in line with the business plan based on professional expertise, experience and analysis and evaluation of information.</p> <p>Major responsibility for monitoring and evaluating important policy or service practice, making recommendations for change across the service and organisation.</p> <p>The consequences of the decisions will have a major impact upon the organisation, community and partners.</p> <p>Authoritative lead in advising in the delivery of a specialist service area, shaping responses which feed into service plans / strategies and policies.</p> <p>Manage responses to complex business or politically sensitive issues within the specialist area. Make (or influence) business decisions in line with the business plan based on professional expertise, experience and analysis / evaluation of information.</p> <p>Promote and deliver continuous improvements as required in the role. Identify additional service / council requirements or opportunities for innovation to establish new ways of working and recommend innovative solutions.</p> <p>Manage and contribute to organisation wide and partner based programmes to deliver internal and external outcomes</p> <p>Design, develop and implement solutions to improvement of core systems, business processes, project solutions, policies, procedures and associated governance frameworks.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Public Protection Manager (Environmental Protection)	
Role profile family:	Manager	
Role profile number and grade:	MA15-2490	Grade O
Number of posts:	1	
Number of staff managed:	13 - 15	
Service/Team:	Public Protection	
Reports to:	Head of Public Protection	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated.
- Work is effectively delegated and delivered to the required standards.
- Appraisals are undertaken for all staff within the team.
- Effective team meetings and one to one meetings take place regularly.
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

The overall responsibilities of the Public Protection Service include:

- Animal Health, Anti-Social Behavior, Community Safety, Dog Wardens, Environmental Control & Protection, Food and Safety, Licensing, Pest Control and Trading Standards.
- The teams within the service deliver a wide range of regulatory functions using a range of approaches from advice and support to enforcement and prosecution.
- The service delivers a wide range of statutory functions covering food safety, food standards, statutory health and safety functions including commercial health and safety enforcement and accident investigations, alcohol sales, animal activities, dangerous wild animals, dog breeding and breeding, fireworks, gambling act, licensing act, personal licenses, pet shops, petroleum, riding stables, zoos, air quality management, contaminated land assessments, noise and statutory nuisance complaint investigations, air pollution, private water supplies, public health funerals, drainage, filthy and verminous premises, trading standards, fair trading, weights and measures, animal health, pest control, community safety and anti-social behavior reduction functions.

- Working closely with the other teams in the Public Protection Service as well as other services in the Environment Directorate and across the wider Council using a one council approach.
- Emphasis for the service will be towards identifying and delivering opportunities to embed the preventative agenda across the authority, with partners and the Community Safety Partnership.

Job Purpose

To manage and be responsible for the council's environmental protection functions which include environmental control and protection , ensuring the provision of high quality outputs within the Public Protection Service.

A broad range of knowledge is required to enable postholders to move within the service to manage other teams with different roles.

To be responsible for the day to day delivery of a range of statutory and non statutory public protection duties.

To be the Council's lead authority on the relevant law and professional practice in the work area and develop relevant policies

To provide specialist advice to senior officers, members and committees on all issues across the environmental protection team.

To be an effective part of the Public Protection management team reporting to the head of service

To plan, develop, lead, review, monitor and evaluate specific projects as required.

To deputise for the head of service as required.

Specific duties and responsibilities include:

- management of the wider environmental protection teams and the assistant team leaders including environmental health officers, public protection officers and ~~and~~ support staff within the Public Protection Service with the ability to manage other teams if required.
- recruitment, motivating staff, appraisals, performance and workload monitoring, one to one meetings, and disciplinary issues to maximise the use of resources (i.e., human, physical, and financial) and to ensure provision of a comprehensive, effective and efficient high-quality service.
- The role also develops and reviews policies and practices and ensures compliance with key performance indicators, monitoring and initiating action where required in order to effectively discharge the council's statutory duties and provide an effective and comprehensive Public Protection service.
- Post holders are expected to manage a growing proportion of flexible workers. These include flexible, setting based, mobile and community-based staff. The Public Protection Service is an ambassador and implementer of Wiltshire's flexible working policies and practices. This requires specialist management skill sets to ensure maintenance of service delivery and performance standards.
- Work with internal and external agencies and partners (Environment Agency, DWI, Defra, Home Office, Police, town and parish councils, Area Boards and Community Safety Partnership etc) on wide ranging projects.
- Be the Council's professional, technical and policy lead on a range of environmental protection issues, producing policies and supporting the service and council as a whole, and be the initial point of reference for all other public protection departments nationally.
- There is wide discretion and empowerment. The post holder is required to make judgements in the field on a wide range of issues without reference to any higher authority. Whilst those judgements are guided by existing policies and guidelines, the post holder is responsible for the creation of new policies, guidelines and procedures for the rest of the team.

- In responsive work there is frequently no precedent, and the post holder has to use discretion and professional expertise. The postholder will apply enforcement and prosecution policies to everyday situations and making decisions on what course of action is appropriate in each individual circumstance.
- Responsible for the production of a strategies, developing new and innovative ways to drive service delivery, and develop and lead specialist projects to improve compliance with legislation.
- Provide advice and guidance to members advising members including the licensing committee and sub committees and area boards and working with legal and democratic services to support the service and council as a whole. Advise the public and business customers in respect to the relevant legislative, business continuity and best practice standards for both proactive and reactive work.
- Monitor and control of budgets including the approval and authorisation of expenditure and be an authorising officer in Oracle.
- Ensuring completion of relevant annual returns to a range of Government departments and other agencies.
- To actively participate in the wider management and development of the service.
- Supporting and deputising for the Head of Service and to be part of the extended management team of the public protection service. Ensure that council and service objectives are clearly communicated to the team.
- Deputising on a day-to-day basis if HoS is unavailable providing link to key stakeholders (Director, Cabinet Member, staff etc.)
- Support HoS with critical service decision disseminating information in an accurate and timely fashion.
- To identify the need for and produce policies which may involve the preparation of reports and their presentation to Council committees.
- Organise and participate in joint enforcement operations with other enforcement agencies representing Wiltshire Council. These include the police, Environment Agency, DEFRA, and others, representing the authority on local, regional and national issues. Represent Wiltshire Council on partnership, home/primary authority and external bodies at regional and national level, and represent the Council in the press and through the media
- Oversee criminal enforcement investigations, providing advice and guidance to investigating officers recommending an appropriate course of action to ensure the appropriate sanctions are considered and implemented. Process prosecution reports for court, present criminal prosecutions in the Magistrates' Court with support from legal services, instruct solicitors and barristers, and where necessary attend court as a witness.
- The translation of diverse new legislation and designing, developing and implementing policies and training programmes for members and professional staff. This may involve the need for significant amendments to work plans and the creation of new ways of delivering the service.
- Much of the work in Public Protection involves the resolution of complex technical and legal issues which rely on applying generic legislation to individual circumstances considering cases on their merits. Officers need to translate general laws and guidance to provide a tailor-made solution. This frequently involves working with internal and external customers to ensure that any conflicts in interest are resolved, and the design, develop and implementation of specific surveys and projects.
- Preparing and presenting criminal prosecutions in the magistrates' court.
- Developing innovative ways to directly communicate and educate members, the media and businesses.
- Provide resolution of complex technical and legal issues which rely on applying generic legislation to individual circumstances considering cases on their merits. Officers need to translate general laws and guidance to provide a tailor-made solution. This frequently involves working with internal and external customers to ensure that any conflicts in interest are resolved.

Specific requirements for this post:

- Out of hours work may also involve exposure to confrontation, aggression and risk of assault, exposure to noise, dirt and dust during residential and commercial inspections.

- Out of hours working may involve exposure to dirty and noisy environments.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- A professional qualification (such as BSc Degree in Environmental Health) or an equivalent degree from an accredited university.
- Requirement to maintain professional membership of the Chartered Institute of Environmental Health completing the relevant hours of CPD each year.
- Significant post qualification experience required (at least 5 years)
- Specialist and up to date environmental protection knowledge and ability to lead a team and advise council members.
- Management experience and leadership skills
- Strong interpersonal skills with high levels of literacy and communication skills
- Knowledge of wider national and corporate issues and ability to contribute to national and corporate agendas.
- Experience of managing data (including financial), and IT literate
- Excellent diplomacy skills - being able to deal with difficult people and to diffuse difficult situations.
- Political acumen needed for this post.
- Evidence of High level of legal knowledge and training – both in legal process and in a number of specialist areas of law.

Desirable

- Knowledge of the Regulation of Investigatory Powers Act 2000.
- Knowledge of the Local Air Quality Management framework
- Level 4 or 5 in management.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input checked="" type="checkbox"/>
This role is not politically restricted	<input type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input checked="" type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>