

Team Leader

Role Profile



TRAFFORD
COUNCIL

Service: Growth and Regulatory Services

Grade: Band 9

Reporting to: Regulatory Services Manager

Responsible for: All staff within designated team

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- To support and supervise the provision of high quality Regulatory Services to businesses and residents in Trafford, under the direction of the Regulatory Services Manager, in accordance with statutory requirements, directives, codes of practice, national guidance, local byelaws and the Authority's policies and work procedures.

Key duties

- As directed by the Head of Service shall exercise the duties and responsibilities of the post in respect of one of the following designated teams:

A. Environmental Health

- To ensure compliance with all relevant legislative requirements in the areas of Food Safety and Standards, Health and Safety at Work, Infectious Disease Control, Licensed Premises, Public Health and Animal Health & Welfare. In addition this role will include the supervision of the contracted out Animal Health & Welfare Service.

B. Pollution Control & Private Sector Housing

- To ensure compliance with all relevant legislative requirements in the areas of Pollution and Housing. This includes Environmental Impact Assessments, and delivering on the Industrial Processes, Air Quality and Contaminated Land regimes. In addition the enforcement of standards in Houses in Multiple Occupation, Housing Health and Safety Hazard Assessments, Demolishing / Closing poor property, Empty Properties, Housing Renewal and Property Assessments for

immigration purposes.

C. Nuisance & Safety at Sports Grounds

- To ensure compliance with all relevant legislative requirements for all aspects of nuisance as defined in the Environmental Protection Act 1990 including leading on the investigation of noise, odour and lighting complaints. The provision of specialist professional advice to other services, e.g. Planning and Building Control. Compliance with all the relevant legislative requirements relating to the Safety at Sports Grounds regime, large events, e.g. concerts and outdoor performances, supported by officers within Regulatory Services.

D. Trading Standards

- To ensure compliance with all relevant legislative requirements, including the areas of safety, metrology and fair trading. In addition this role will also include line management responsibility for the Enforcement Support Officers that service the needs of the wider Regulatory Service.

General

- To be responsible for supporting, monitoring and assessing the performance of all staff within the designated team.
- To support the Regulatory Services Managers and Head of Service in the management of the Regulatory Service.
- To assist the Regulatory Services Managers in the development and implementation of Service and Directorate Business Plans, performance indicators, work programmes and project based work.
- To ensure that the effective and efficient use of resources within the team, including staff capacity, is appropriately focussed on delivering agreed service and council priorities and objectives.
- To ensure that the designated team meets its obligations in terms of compliance with statutory requirements and the appropriate provision of information and data to internal partners and external agencies.
- To ensure the timely production of written reports, briefings and guidance as required by senior staff within the Service and wider Directorate.
- To support the development and implementation of service improvement measures.
- To assist managers to ensure that all statutory and non-statutory statistical returns are completed.
- To represent the designated team and the wider Regulatory Service, as required by the Regulatory Services Managers, at a

range of internal or external working groups, forums or events. This may include meetings, committees, court hearings, appeals and public meetings.

- To support the maintenance and development of good stakeholder relations with a range of internal and external partners and agencies.
- To provide regular and effective support to staff in terms of training and development including performance appraisals as appropriate. To apply the Council's Sickness Absence Policy and Procedure.
- To participate in the recruitment and selection of staff in accordance with Council policy and contribute to the proper management of matters relating to discipline, grievance and competence.
- To play a key role in fostering and developing effective cross team working within the service.
- To assist the Regulatory Services Managers in the proper management of any delegated budgets and ensure adherence to the relevant financial systems and controls.
- To fulfil the responsibilities associated with any specialist role assigned to the post holder by the Service Management Team.
- To deputise, as required, for the Regulatory Services Manager.
- To participate in the rota for the Regulatory Services Out of Hours contact list for dealing with emergency issues.
- To be in possession of a current driving license and provide a serviceable car for use in connection with the duties required.

Standard Requirements:

- To be flexible to work at any administrative site within the Borough as required.
- To attend meetings, seminars, training courses within or outside the Borough as required.
- To comply with all Council policies, procedures, professional practices and relevant regulation and legislation.
- To respond to enquiries and requests for information and advice from both internal and external customers, positively promoting the service.
- To undertake any other duties as required commensurate with the post.
- To carry out such duties outside normal working hours as may be required by the nature of the service.
- To actively pursue own personal development and participate in any training required.
- To be responsible for any equipment, which may be provided, to carry out the functions of the post.

About You

Qualifications and Professional Development

- The required professional qualification relevant to the role (either Degree or Diploma in Environmental Health – recognised by CIEH or Diploma in Trading Standards or equivalent recognised qualification)
- Evidence of a previous and ongoing commitment to developing their own professional competencies.
- Willingness to undertake further training.

Experience and Knowledge

- Significant experience of work within a relevant Regulatory Service area
- Specialist knowledge relevant to specific areas of work.
- Able to demonstrate an awareness of the current strategic issues and challenges facing the relevant service areas and Regulatory Services in general.

Skills and abilities

- Ability to produce and deliver written and oral communications which are clear, concise and readily understood by the intended recipient(s).
- Self motivated with ability to prioritise and manage workload over extended periods, producing accurate work within deadlines, often under pressure.
- Ability to motivate staff and contribute towards effective team working.
- Evidence of competence in the area of performance management
- Highly developed investigative, interpretative and analytical skills.
- Possesses well developed negotiating, persuading, motivational and interviewing skills.

Special Conditions

- Possession of a full UK driving license

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Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.