



**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT & REGENERATION DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE :** Head of Shared Regulatory Services

**GRADE:** MG2

**DEPARTMENT:** Environment & Regeneration (Public Protection & Development)

**LOCATION:** Various offices according to needs of service.

**REPORTING TO:** Head of Public Protection & Development

**POST NO:** TBC

**PURPOSE**

The post holder will be responsible for planning developing and leading a joint regulatory service on behalf of all of the participating authorities. The scope of the joint service includes Licensing, Trading Standards, Environmental Health (Commercial), Environmental Health (Pollution),

**MAIN DUTIES AND RESPONSIBILITIES**

To be strategically and operationally responsible for leading, motivating and directing all of the shared service employees (**90 staff in total**) to achieve efficient and effective high performance services for all of the participating authorities.

To lead and develop a detailed business plan for the shared service which recognises the legislative drivers and opportunities to develop the service within on-going resource constraints.

To develop the strategic policy of the shared service and be responsible for reviewing procedures, developing new approaches to existing services, interpreting legislation and creating new policies for the entire shared service and for proactively identifying change issues, making recommendations for changes and managing the implementation of the change;

To be innovative in building upon and improving the existing systems to ensure that the existing customer interfaces are improved and maximise the

opportunities offered through generic working and technology arrangements when and where appropriate

To be the 'subject matter expert' on all EH/TS&L related matters and provide advice and guidance on the same to senior managers and elected members in each of the participating councils;

To understand the priorities and demands of the whole service and take responsibility for planning and managing all resources to deliver an effective and efficient service.

To set clear targets for the managers and staff teams reporting and monitor performance in accordance with the service level agreements agreed within the collaboration agreement between the 3 boroughs. to ensure continuous improvement;

To develop and be responsible for delivering a clear workforce development strategy, identifying any development needs across the shared service ;

To be responsible for and focussed on developing the shared regulatory service to ensure the continuous improvement, efficiency and highest standards of service delivery;

To ensure active cooperation with other sections or external partners involved in the production, implementation, management, development and review of the services' Licensing and Gambling Policy Statement, Statutory service delivery plans, Food Service plan, Air quality and Contaminated land across the 3 boroughs, within the guidelines established by the Joint Committee and the collaboration agreement.

To lead the service in a dynamic and inspirational manner, ensuring the motivation and maintenance of high technical and professional standards of all officers;

To represent the Head of Service, Director or Council as appropriate at external meetings on behalf of all participating Councils.

## **FINANCE & RESOURCES**

To understand the priorities and demands of the whole service and take responsibility for planning and managing all resources to deliver an effective and efficient service

As cost centre manager to prepare, monitor and manage the capital and revenue budgets of the shared service (**approximately £4.5m**), taking into account statutory and local service priorities, grant allocations and wider council budget frameworks;

To anticipate future demands on the service and develop plans within the context of the organisation's corporate performance management frameworks that optimise the use of resources (including staffing, finance, accommodation and equipment), provide advice on the setting of relevant fee charges, identifying and exploring any potential for efficiency improvements;

To forecast, monitor and review the use of resources across the financial year to ensure that they are used appropriately to achieve the aims of the shared regulatory service;

To ensure that the use of information technology is kept under active review to maximise its effectiveness and to identify opportunities for enabling new and improved ways of working;

To explore, initiate and develop new business opportunities for regulatory services which would support the public health and growth agenda.

## **OPERATIONAL RESPONSIBILITIES**

To ensure the effective and efficient provision of a comprehensive range of Trading Standards, Environmental Health and Licensing services across the 3 boroughs as reflected in the joint regulatory service collaboration agreement, including the follow:

- Food Hygiene
- Safety and Standards
- Health & Safety in the Workplace
- Alcohol Licensing
- Gambling Licensing
- Weights and Measures
- Product Safety
- Consumer Advice and Education
- Fair Trading Legislation
- Infectious Disease Control
- Health Education
- Street Trading
- Environmental Health monitoring
- Regulation and Enforcement
- Investigation of Statutory Nuisances
- Air Quality management
- Contaminated land
- Reviewing and providing advice on planning applications
- Environmental Impact Assessments
- Entertainment Licensing
- Out of Hours Noise service

And ensure that effective systems are in place for their co-ordination, monitoring and review;

To lead on change management and business transformation through the active display of delivering an effective and efficient joint shared regulatory service;

To exercise delegated authority agreed by the participating authorities under authorised delegated powers including criminal and/or civil legal proceedings on behalf of the Council regarding service related legislation;

To build a working stakeholder grouping which would improve opportunities for growth and enhanced performance.

### **CORPORATE SUPPORT**

To establish constructive working relationships with elected members in the participating council's and provide briefings and reports as appropriate;

To promote and communicate the vision, values, objectives and priorities of the Shared Regulatory Service;

To carry out any other duties appropriate to the grading of this post as required by senior management;

To initiate and develop an effective communications plan, illuminating the work of regulatory services and its contribution to the health and well being of residents and businesses;

To carry out all duties and responsibilities in accordance with the councils' equal opportunities and customer care practices and to take a proactive role in their development and implementation.