

**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION**  
**JOB DESCRIPTION**

<b>POST TITLE:</b>	Commercial Services Manager
<b>Grade:</b>	MG1
<b>Department:</b>	Environment & Regeneration
<b>Location:</b>	Various offices according to the needs of the service
<b>Responsible to:</b>	Head of the Regulatory Services Partnership
<b>Responsible for:</b>	Overall responsibility for a team of up to 50 and with a wider responsibility for the overall provision to 3 client boroughs. Direct management of 4 Team Managers and a number of Senior Regulatory Services Practitioners.
<b>Post number:</b>	<b>TBC</b>
<b>Date:</b>	September 2018

**MAIN PURPOSE**

- To be the partnership's specialist lead for an area of statutory regulatory services and to manage the provision of this area across the three London Boroughs (Merton, Richmond and Wandsworth) that make up the Regulatory Services Partnership (RSP) and any associated arm's length delivery vehicles or additional contractors. The areas are:
  - Environmental Health (includes food safety and health & safety at work)
  - Trading Standards
  - Licensing
- To ensure that the legal and technical advice provided to each of the three partner boroughs is cost effective and of the highest quality.
- As a member of the RSP management team to be the senior manager with lead responsibility for provision of regulatory services across the three partner boroughs – providing strategic and corporate technical advice and managing the relationship between the organisations senior management and the RSP.
- To provide leadership to a large team of regulatory services practitioners, setting the strategic direction for the team and ensuring that all elements of delivery are managed appropriately and maintained and also provide leadership to the wider service – particularly in the provision of services to the three partner boroughs.
- To contribute to the three authorities corporate approaches to your area of regulatory services; providing strategic and business focused advice, both on the professional, technical and legal elements and the wider considerations of each local authority.

## MAIN DUTIES AND RESPONSIBILITIES

- To provide high level regulatory services advice to elected members, including committees and to Chief Officers and staff across all authorities and to any other client of the Shared Regulatory Service.
- To prepare and oversee the preparation of reports by other staff in the team and to ensure the quality and timeliness of reports to Council Committees, Cabinet, Cabinet Members, Scrutiny Panels, Full Council and other consultative forums, and when required to do so, lead on behalf of the relevant Department(s) at these meetings.
- To lead and manage a team of senior Environmental Health, Trading Standards and Licensing practitioners, allocating work, making arrangements for supervision and monitoring, providing advice, guidance and assistance as required.
- To lead on the client relationship with all three partner authorities in relation to the work in the work of your team including negotiation of the service level agreements (SLAs) and to assure the delivery of support in accordance with those SLAs. In addition, to provide strategic regulatory services advice within your specialist area – acting as a trusted expert and understanding the wider business implications of the advice requested.
- To be the lead Commercial regulatory service practitioner for the three nominated local authorities, being responsible for providing advice and support to the Head of the RSP, the Assistant Director – Public Protection (LB Merton), the Director of Public Health for Richmond & Wandsworth, the Director of Environment & Regeneration (Merton) and the Chief Executive, Leader and other senior officers in the three authorities.
- To deliver on income targets and to be proactive in bidding for and delivering external business within the RSP's Commercial Business Plan.
- To contribute at a strategic level in the three boroughs and in the preparation and development of a wide range of corporate strategies and approaches, ensuring that the advice and support is providing beyond just regulatory services.
- To use their role working across South West London to implement best practice from across each of the three partner boroughs.
- To manage the budget (c. £2m) of their regulatory services teams. In addition, to manage the scarce resources of the councils to maximum impact in their area of regulatory services; ensuring that resources are invested where they can have the most impact.
- To provide leadership across The RSP and particularly for their team; ensuring that the values and vision of the practice are implemented.
- To initiate and lead on learning and development of regulatory services teams across the three authorities.
- Any other duties as requested by the Head of the Regulatory Services Partnership or the Assistant Director – Public Protection (Merton).

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PERSON SPECIFICATION**

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**Grade:** MG1

### **Qualifications and Experience**

#### Professional and post specific requirements

- Qualified regulatory services practitioner with experience in Licensing, Trading Standards and/or Food and Safety. Experience of working at a managerial level in local government.
- A solid track record of providing proactive, expert, timely and authoritative regulatory services advice and support to senior leaders and key decision-makers at the highest levels.
- A thorough understanding of the Commercial regulatory services environment of local government.
- Significant experience of corporate working with exposure to partnership development, contract negotiation and effective performance management.
- Experience of staff management and ability to manage, inspire and motivate staff.

### **Skills and Knowledge**

- Significant personal gravitas and charisma with an ability to operate with confidence and credibility at the highest levels of all authorities.
- An ability to use expert regulatory services opinion to provide practical and innovative solutions to complex legal, contractual or service delivery issues.
- Pragmatic and forward thinking with an ability to think 'outside the box'.
- Intellectually powerful with a good degree of political nous and experience of operating in politically sensitive environments.
- Ability to be able to travel to and from partner boroughs. Availability to attend premises out of hours to attend evening meetings/committees or to respond to emergencies or urgent management issues in relation to all three authorities.