



**LONDON BOROUGH OF MERTON**

**ENVIRONMENT AND REGENERATION DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE:** Team Manager Licensing & Trading Standards – (Licensing Lead)

**Grade:** MGA

**DIVISION/SECTION:** Regulatory Services Partnership

**Location:** Civic Centre

**Responsible to:** Commercial Services Manager

**Responsible for:** Management responsibility for a team

**Post number:** TBC

**Date:** June 2018

**MAIN PURPOSE**

To lead a team of technical and administrative staff in the provision of Licensing functions across the shared service on behalf of the London Boroughs of Merton, Richmond upon Thames and Wandsworth. Ensure the delivery of high technical and professional standards including providing high quality advice to the Council, its clients, partners and the general public.

The post holder will be the professional expert on Licensing matters and deal with the most serious, contentious and complex issues relating to Licensing and will lead on those most challenging issues

To review and transform all processes relating to Licensing and Trading Standards services across the shared service ensuring that they are fit for purpose and support the operational model for the shared service which includes improved efficiency and effectiveness at the point of delivery.

The post holder will work with the Business Development Manager to lead and deliver commercialisation across a range of regulatory services specifically looking to develop a charging regime for licensing advice and pre-application consultancy.

To monitor revenue projects and provide regular and accurate project and financial management information to the Commercial Services Manager.

To provide relevant expertise and professional knowledge input into departmental and corporate initiatives and projects where required and to lead on specific projects.

To deputise for the Commercial Services Manager when appropriate. To contribute to the management of the Commercial Services as a whole.

## **RESPONSIBILITIES**

1. To be responsible for the management, direction and support of Licensing Team staff to deliver the range of operational responses. Actions and agreed plans across the shared service.
2. The post holder will horizon scan the legislative framework for Licensing matters and determine any changes in the legislation which will impact on delivery and support the team in implementing those changes.
3. To lead, manage and co-ordinate the management of emergencies, in order to eliminate or minimise risks to public health or the environment, providing advice to the emergency services, members of the public and other agencies.
4. To work closely with other Council services, including other teams within the Regulatory Services Partnership, other divisions of the Environment & Regeneration Department and other Departments of the Council, to ensure the effective and efficient provision of a comprehensive range of Licensing functions.
5. To ensure value for money in the use of resources and maximise external and internal funding opportunities (both capital and revenue) for projects within programmes managed by the Licensing Team .
6. To take full responsibility for the control and management of the budgets assigned to the team and to provide accurate and timely information with respect of costs, commitments and expenditure as required.

7. To be responsible for and manage the successful delivery of projects for which the team is responsible through the establishment and effective operation of appropriate project management, monitoring and reporting systems including evaluating and reporting on the progress and impact of all projects on a regular basis.
8. To project manage multi-disciplinary project teams including to undertake a range of complex and diverse tasks outside the normal sphere of management responsibility.
9. To develop, as appropriate, new projects that contribute to the achievement of the Council's objectives and to seek to secure funding to support their implementation.
10. To be responsible for the achievement and maintenance of high professional and technical standards within the team including ensuring an up to date knowledge of relevant legislation, regulations, guidance, standards and techniques to ensure that the team provides a high standard of professional advice in relation to regulatory services within the department and Council, and for elected Members.
11. To ensure that all statutory duties that fall within the remit of the team are managed and discharged in a timely and effective manner.
12. To develop and maintain strong and effective working relationships at a senior level with key organisations at national, regional, sub-regional and local level as appropriate.
13. To seek and promote pro-active links with pan-London partnerships to secure funds for measures to promote and assist regulatory services projects. To maintain knowledge of funding regimes appropriate to the projects and programmes of the division.
14. To contribute to the relevant policy and strategy documents e.g. the Target Operating Model and Risk Register.
15. To prepare and oversee the preparation of reports by other staff in the Licensing Team and to ensure the quality and timeliness of reports to Committees, Cabinet, Cabinet Members, Scrutiny Panels, Full Council and other consultative forums, and deputise in the absence of the Head of Regulatory Services and Commercial Services Manager on behalf of the Environment and Regeneration Department at these meetings.
16. To ensure excellent communication with local residents and business communities and ensure their participation in service delivery and programmes in line with Council policy. As part of this to take the lead in ensuring that public consultation is undertaken when required and that it meets the Council's policy and legislative requirements including:
  - approving the consultation documents

- attending meetings with the public, residents associations and other groups
  - organising and running public exhibitions
  - analysis and evaluation of results
  - recommended course of action
17. To contribute to the preparation of the section's annual business plan and within it to assign SMART performance targets for both the team and individuals.
  18. To manage and motivate the staff within the team, ensuring the delivery of business/service plan objectives and priorities.
  19. To ensure the effective monitoring of staff performance, including carrying out staff appraisals, one to one meetings, sickness and attendance monitoring in accordance with departmental and corporate procedures.
  20. To contribute to the management of the section/division and to deputise for the Commercial Services Manager or for other managers in the section in their absence as required.
  21. To lead or participate in divisional, departmental or corporate initiatives as required.
  22. To ensure that correspondence, telephone and electronic communications are dealt with in accordance with the Council's response time standards and that the quality of letters is acceptable in terms of their technical content and customer care.
  23. Prepare evidence and represent the Council as expert witness at court hearings, tribunals or public inquiries as required.
  24. Manage tendering and contract procedures for the service area in accordance with the Council's Contract Standing Orders.
  25. Oversee the preparation of contract documentation, the evaluation of bids and advise on and agree the appointment of contractors/consultants to undertake works, studies or projects.
  26. Ensure satisfactory contract management arrangements are in place for those contractors/consultants undertaking works, designs and other complex engineering related assignments.
  27. To take part in the appointment of staff to the service including short listing and interviewing and carrying out staff appraisals, career grade reviews, identifying staff training needs and monitoring the effectiveness of training provided.
  28. To recruit and manage temporary staff, for example, to acquire specialist skills or cover peak demand in the work programme.

29. Carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation.
30. To carry out any other duties appropriate as required by the Commercial Services Manager and the Head of the Regulatory Services Partnership.

## **ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE**

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

## **OTHER REQUIREMENTS**

### **Health & Safety**

To ensure that corporate and departmental health and safety policies and procedures are implemented at all times and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

### **Equal Opportunities**

To be aware of the council's Equal Opportunities Policy: to understand it and to adhere to it.

### **Customer Care**

To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.

### **New Technology**

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



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**PERSON SPECIFICATION**

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**Skills and Abilities**

1. Highly developed skills in relation to the planning, programming, monitoring and delivery of projects and programmes of work in accordance with required timescales.
2. An ability to quickly analyse and interpret complex written, numerical and financial information.
3. An ability to work collaboratively and build effective teams and relationships not dependent on hierarchy and line management.
4. A personal commitment to provide/enable delivery of high quality services to customers/clients.

5. The ability to build productive and effective partnerships with key stakeholders as well as leaders of other public, private, voluntary sector and community organisations.
6. Demonstrable well developed political awareness and negotiation skills.
7. Apply value for money principles to ensure the most cost effective outcomes are achieved within limited resources.
8. Excellent verbal, written and presentation skills with the ability to communicate clearly, effectively and be highly credible and influential with elected Members and other public and private partners and stakeholders.
9. Strong interpersonal skills to maintain effective relationships with colleagues at all levels.
10. Ability to lead, manage and implement change in line with Council policy and procedures.

### **Knowledge and Experience**

11. Evidence of a clear understanding of Licensing and Trading Standards functions and how they should be supported.
12. Experience of leading and managing a regulatory services team with linkages to a number of related services, ensuring that the synergies between these services are focused on delivering clear outcomes.
13. Sound knowledge of Licensing and Trading Standards legislation.
14. Experience of formulating solutions to address complex Licensing.
15. Considerable experience gained at a senior level, of one or more regulatory services.
16. Knowledge and experience of external funding regimes.
17. Experience of participation in corporate decision making.
18. A sound grasp of service/business planning.
19. Experience of managing, motivating and developing a diverse staff team and involving staff in the effective management of change.
20. Experiencing in managing changing priorities and demands in a political environment.

21. Political awareness and an ability to work in a co-operative and constructive manner with other managers and Council Members.
22. Experience of managing financial (including complex programme and project budgets) and human resources.
23. Highly developed analytical skills and proven experience of managing performance.
24. A demonstrated commitment to the principles of equality of opportunity and a comprehensive understanding of the ways in which those principles can be reflected in service delivery and the workforce.
25. Evidence of understanding and contributing to partnership working through Local Strategic Partnerships or other multi agency frameworks.

### **Qualifications**

26. Educated to a degree level or equivalent in a relevant discipline or extensive relevant practical experience.
27. Experience of working in a political environment.
28. Membership of relevant professional body and evidence of continued professional development.