ROLE PROFILE

Role Title:	**Environmental Health Team Leader – Private Sector Housing**
Service:	**Planning and Regulatory Services; Environmental & Community Protection**
Directorate:	**Place and Community**
Accountable to:	**Environmental Health Manager**
Grade:	**PO3**
Car Category:	**Essential**

Purpose of role

- To supervise and participate in the work of the Private Sector Housing section.
- To act as Lead Officer for the Authority in relation to Private Sector Housing matters.
- To respond to complaints and carry out interventions under all relevant private sector housing legislation.

Key Objectives

1	To be responsible for the day-to-day management of the Private Sector Housing section of the Environmental and Community Protection Team, and ensure that an efficient, effective and compliant service is provided. Relevant work areas include: - Private sector housing compliance including HHSRS, overcrowding and nuisance - HMO licensing - Caravan site licensing - Relevant displaced person work programmes - Empty properties - Renters' Rights
2	To carry out all functions in accordance with relevant legislation, codes of practice and procedures.
3	To develop and maintain effective and compliant proactive and reactive work programmes, apply and monitor appropriate targets and

	performance indicators and produce performance data as required.
4	To be a technical specialist and be lead officer for private sector housing.
5	To provide guidance, advice and instructions in relevant work areas, tailored to different audiences.
6	To provide appropriate mentoring, support, coaching and training to Officers in the Service and to maintain and develop individual and team professional competencies.
7	To uphold good regulatory practices alongside Council corporate service standards and to review and respond to complaints fairly and in an effective manner.
8	To carry out, direct and supervise effective and robust formal enforcement activities as necessary and ensure that due legal processes are followed, including RIPA and data protection.
9	To ensure comprehensive, accurate and compliant records are maintained, and lead on data monitoring and collation for the section including public registers, FOI requests and government returns as required.
10	To maintain and develop positive working relationships with internal and external partners to promote compliance and benefit work delivery.
11	To be a catalyst of change and promote continuous improvement through innovative work programme planning and delivery.
12	To work outside normal office hours when required to do so and to participate in the Council's emergency out-of-hours civil contingencies standby service.
13	To identify, manage and communicate risks and risk mitigation, as appropriate.
14	To produce and present Council reports and attend Committees as necessary.
15	To support other areas of the service from time to time and to assist in the work of the wider team as required by the Environmental Health Manager.
16	To deputise for the Environmental Health Manager on occasion as appropriate.

Scope

The post holder will perform a key role in ensuring effective oversight and regulation of relevant private sector housing matters in the Borough. Accordingly, the post holder will work closely with other members of Planning and Regulatory Services and other teams across the Council. They will also liaise with external bodies, including relevant central government departments.

Work Profile

1. Strategy

The post holder will develop, implement and supervise work programmes in relation to the private sector housing section and will contribute to and support wider Service and Council targets.

2. Performance

The post holder will support the Environmental Health Manager in ensuring that set standards are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/intelligence- led approach for the Private Sector Housing section. They will monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

3. Service Quality

The post holder will be a positive ambassador for the Council and will embed professionalism and good regulation practices into their personal approach and the section's work programme.

4. Resource Management

The post holder will ensure the appropriate use of Council resources including equipment, finances and IT in undertaking the role.

5. Supervision and Management

The post holder is responsible for the line management and this includes undertaking duties such as the management of leave, development, performance and sickness according to relevant Council policies.

6. Culture

The post holder will support the development of a positive organisational culture.

They will promote equality of opportunity in the delivery of the function.

7. Communications

The post holder will liaise with other services and partners, to ensure that the Council is able to respond effectively, accurately and efficiently to people, businesses and others. Some matters are likely to be contentious or complex, requiring support, tact, persuasion and sensitivity within the application of professional codes and guidance.

The post holder will monitor work programme delivery and will provide ongoing updates as appropriate detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their team, the Environmental Health Manager, partner agencies and members of the public in order to achieve and promote compliance.

The holder of the post will also regularly engage with senior management, other teams within the Council and members in order to meet team and Council service delivery goals and raise visibility of their team.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7am to 7pm. The Council operates a standard working week of 36 hours.

The post holder will also work outside normal office hours when required to do so by the Head of Planning and Regulatory Services or Environmental Health Manager and to participate in, and to assist in organising the rota for the out-of-hours civil contingencies standby service.

10. Risk Management

The post holder, alongside the Environmental Health Manager, will be responsible for ensuring that effective systems are in place to identify, assess and mitigate risks in the section and wider service area as appropriate.

11. Working Conditions

The role will be both office-based and involve fieldwork during the inspection or visiting of premises/activities in the Borough.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the

delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. They must champion high professional standards and service improvements that are needed to enhance service delivery.

14. Core Tasks

To lead and participate in the delivery of the Private Sector Housing section work programme in the Environmental and Community Protection Team.

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a duty to assist the Council in implementing its health & safety policy.

The post holder will also be responsible for developing and maintaining risk assessments and other necessary health and safety systems and documentation as part of their role in conjunction with the Environmental Health Manager.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable legislation together with Council policies and procedures.

17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal. To assist in coaching and development of staff in their section and the wider Team as appropriate.

18. IT

The post holder is expected to comply with the Council's policies and practices relating to use of IT and equipment.

19. Creativity

The role by its nature will follow particular legislation, duties and guidance. However, the post holder will be responsible for responding to changes and developments in legislation and guidance to ensure that the Council can continue to maintain compliance and service standards.

The post holder is expected to generate a range of imaginative ideas and concepts relating to service improvements to enhance service delivery and seek positive change and efficiencies. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Environmental Health Manager prior to implementing key changes.

20. Decisions and Consequences

The post holder will make decisions in relation to the provision and delivery of relevant private sector housing statutory controls. The post holder will generate ideas and suggestions for consideration by the Environmental Health Manager and other senior managers. They will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The holder of the post will be responsible for developing and delivering the private sector housing section's work programmes. They will work closely with other members of the Environmental and Community Protection Team and other teams across the Council. They will also liaise with external bodies such as Defra and the Environment Agency.

They will produce verbal and written reports on request, to help senior colleagues understand the progress being made, risks to be managed and gaps identified.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

The role involves undertaking inspections on site at business premises within the Borough, which may include several in one day.

PERSON SPECIFICATION
In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE **Technical knowledge and qualifications**	A qualification or qualifications which allows the post holder to demonstrate current Environmental Health professional competencies in relevant areas of private sector housing. Qualifications to include: - BSc or MSc Degree in Environmental Health or equivalent OR - Advanced Professional Certificate in the Private Rented Sector OR - Related degree level qualification, significant experience of working in local authority private sector housing regulation and significant demonstrable evidence of professional development within the technical specialism.	E		A, I
	HHSRS Practitioners Qualification	X		A, I

	Relevant professional registration with the Chartered Institute of Environmental Health (CIEH) and/or Environmental Health Registration Board (EHRB)		X	A
	Excellent current knowledge and experience of working in relevant areas of work and evidence of commitment to ongoing maintenance and development of professional competencies.	X		A, I
	Excellent knowledge of enforcement procedures and legal skills	X		A, I
	Ability to provide clear and effective supervision, direction and leadership.	X		A, I
	Strong teamplayer	X		A, I
	Competence and confidence in use of IT including Microsoft Office and regulatory databases.	X		A, I
	Experience of working in a local authority setting		X	A, I
	Ability to analyse, interpret and apply complex legislation, technical guidance and data and disseminate this in various written and verbal reporting formats for a range of audiences.	X		A, I
Planning and organising work	Ability to manage workloads and meet deadlines under pressure, involving frequently changing circumstances and conflicting priorities.	X		A, I
	Good attention to detail and well organized, with a commitment to providing a quality service.	X		A, I
	Ability to work independently and on own initiative.	X		A, I
Planning capacity and resources	Ability to manage team resources, finances and tasks to ensure a resilient and effective service.	X		A, I

Influencing and interpersonal skills	Strong interpersonal skills with the ability to act with tact, persuasion and sensitivity and diffuse and manage conflict where necessary. Ability to successfully engage with a wide range of different audiences verbally and in writing.	X X		A, I A, I
PROBLEM-SOLVING **Using initiative to overcome problems**	Ability to identify and implement appropriate solutions to problems.	X		A, I
Managing risk	Ability to appropriately identify, manage and communicate risk and implement risk mitigation.	X		A, I
Managing change	Ability to design and implement effective team work programmes and to monitor and report on team performance. To seek continuous improvement in service delivery, be a champion of change and innovation and promote change in a positive manner to others.	X X		A, I A, I
ACCOUNTABILITY and RESPONSIBILITY **Undertakes tasks without supervision**	Ability to work independently and resiliently and take ownership of key responsibilities of the post.	X		A, I
Other	Commitment to Health & Safety Satisfactory Baseline Personnel Security Standard Check Must be prepared to work out of normal office hours if required and participate on the civil contingencies out of hours rota The ability to fulfil all spoken aspects of the role with confidence in English. This	X X X X		A, I (Subject to basic DBS check) A, I A, I

	includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English. Full driving licence and availability of car for business use.	 X		 A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date