

JOB DESCRIPTION



Post title	Head of Regulatory Services
Service area	Regulatory Services
Grade	12
Responsible to	Director of Communities & Wellbeing
Responsible for	Parking, Licensing, Environmental Health, Housing, and Emergency Planning.
Date issued	March 2025

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown above. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Essential Car User Allowance. A full, current driving licence is required.
3. Work outside normal office hours will be required, including evenings and weekends.
4. This post is politically restricted.

JOB PURPOSE:

1. The Head of Service will take an active role in delivering the Council's Corporate and Service Specific Policies and Strategies, ensuring support for its community and business sectors.
2. In doing this it is expected that the post holder will work collaboratively with the Council's services as well as public, private and third sector partners to maximise both benefits and operational efficiency whilst mitigating the risk of service duplication and maximise operational efficiency. Such activities contribute

significantly to the development and delivery of the Corporate outcomes within the District and Region.

3. The post holder will ensure that the Council's Corporate Plan is delivered to maximise the potential of the District's in respect of community and business growth. The post holder will have the necessary skills and experience to ensure that their service will deliver good services within the resources available.
4. The post-holder will coach, mentor, develop, and support staff, ensuring they have the skills and opportunities to ensure a resilient, sustainable and successful future for the District. In doing this the post-holder will demonstrate service leadership in adopting the Council's Corporate Plan, values and behaviours and take a lead in supporting the Council's approach to addressing climate change. The successful post-holder will build active relationships with key funders, business support and trade agencies, other local authorities, and relevant departments in the UK Government and when necessary, substitute for respective Corporate Management Team members.

PRINCIPAL ACCOUNTABILITIES:

Corporate Accountabilities

1. To create a team where a culture of excellent customer service is a key focus for all job activities.
2. To challenge and drive performance, achieving accountability and results through the management, development of others to create excellent services and reputation for the Council.
3. To ensure the services delivered by the Council are designed to meet the needs of Harborough District's community and customers, defining and removing obstacles and barriers to ensure effective service delivery to the highest possible standards.
4. To actively promote a 'one team approach', showing respect for colleagues on a personal and professional level, and work collaboratively with other organisations and partners exploring appropriate and creative solutions in order to deliver service effectively.
5. To grow talent, capability and resilience by ongoing performance management of the team to include all employee appraisals and one to one catch ups in a timely manner and effectively address issues as appropriate.
6. To work with colleagues in developing, implementing, and reviewing robust management systems, policies, processes and infrastructures to effectively and efficiently deliver service objectives.
7. To use corporate systems to make decisions in line with the Council's policies, ensuring that financial and corporate governance controls are implemented, whilst seeking areas for ongoing improvement.
8. To make a positive corporate contribution, including contributing to or leading on corporate projects and initiatives which may crosscut service areas,

9. To be responsible for the monitoring and management of all budgets and financial aspects of the services the post is responsible for, including budgets.
10. Ensuring that at the heart of service delivery is good governance in line with the Constitution, including appropriate delegations and that decisions are made fully cognisant of value for money with risk being actively managed and that services are delivered in an environment of continuous improvement.
11. To work effectively with elected members, providing high quality professional advice and relevant support as appropriate.
12. To be an active member of the council's senior leadership team and to actively support the corporate management team; supporting corporate initiatives.
13. To actively challenge the status-quo, to be constructively judgemental to ensure that priorities are delivered to the best standard possible.
14. To investigate and respond to complaints and apply lessons learned from these to the services.
15. To demonstrate the Council's management competencies, values, and behaviours, these will include (but not be limited to) effective leadership, managing performance, developing talent, managing resources, communicating with the team, managing change and acting with integrity and customer focus. To ensure that leadership is provided in a purposeful and positive way.
16. To develop, manage and review resilient business continuity arrangements.
17. To ensure that all activities and ways of working build upon the Council's positive approach to equality and diversity.
18. To be part of the corporate emergency planning rota, utilising your resources as appropriate in both planning ahead to try and reduce the impact of an emergency situation and also responding in the event of an incident.

Generic Service Specific Accountabilities

1. To effectively manage, either directly or through excellent contract management all service operations, ensuring delivery of a high-level service;
2. To represent the Council at all service specific meetings; locally, regionally, and nationally;
3. To work with key partners to ensure that the service delivers agreed outcomes for the benefit of the Harborough District's residents and business community;
4. To manage key projects on behalf of the Council, including developing appropriate commercialisation projects and business planning documentation, implementing agreed plans, and monitoring key projects and achieving the desired outcomes agreed by CMT;
5. Report to and attend as required meetings of the Council, Cabinet, Scrutiny Panel and Committees in order to ensure timely decision-making processes in

compliance with the Council's Constitution. Develop and maintain effective working relationships with elected members;

6. To write reports, highlight reports, team plans and any other relevant documentation;
7. Support the Councils Transformation programme, to engage staff and other stakeholders in improving service design, digitising services, and delivering services more effectively;
8. To identify and manage risk, ensure data quality standards are met and continually identify ways in which the service could be provided more efficiently;
9. Through professional development and networking, to keep informed of best practice, relevant legislation, procedures, and standards, and ensure the achievement of service quality improvements accordingly whilst taking an active role in the overall management of the service;
10. To provide high quality professional advice to other Officers and the Council's Executive on all policy matters for which the post is responsible;
11. Support the successful implementation of local, regional, and national campaigns in accordance with council policy;

Service Specific Accountabilities

1. To Deliver a comprehensive service in the following areas:
 - Deliver a comprehensive environmental health and licensing service.
 - Deliver a comprehensive housing service to include affordable housing delivery, homelessness, empty properties, and private sector housing.
 - Be the lead officer for a shared service for Parking (including civil enforcement).
 - Be the lead officer for Emergency Planning and Community Resilience

Other Accountabilities

1. To uphold and display the Councils Corporate Plan, values, and behaviours.
2. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.
3. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments

Health and Safety Accountabilities

1. To be familiar with and at all times comply with:
 - the Council's general health and safety policy;

- the Council's specific health & safety policies and procedures as detailed;
 - in the Council health and safety policy documents, and;
 - local department specific health and safety procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence, or hazard found during the course of your work to your line manager for action.
 3. To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
 4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
 5. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

Safeguarding Accountabilities

1. To carry out our legal and moral responsibility to report any safeguarding concerns involving adults and children, ensuring the recording of relevant information, and passing it on to a Designated Safeguarding Officer's (DSO) or, in the absence of a DSO, personally making the referral in line with the Council's Adult and Children's Safeguarding Policy.
2. To undertake Safeguarding Training to Gold Level.

PERSON SPECIFICATION – Head of Service (Grade 12)



Criteria	Attributes	Essential	Method of Assessment	Desirable	Method of Assessment
Qualifications	A relevant degree or equivalent, or qualified by demonstrable experience	✓	A/E		
	Commitment to and record of continual professional development	✓	A/E		
	Project Management Qualification or equivalent demonstrable experience (may be as part of a degree or post graduate)	✓	A/E		
	Willingness to undertake a formal coaching qualification (e.g. ILM Level 5 in coaching and mentoring),	✓	A/I		
	Full valid driving licence and access to a suitable vehicle	✓	A/E		
	Membership of a recognised professional body			✓	A/E
	Recognised professional coaching qualification			✓	A/E
	Recognised professional Leadership or Management qualification			✓	A/E
	PRINCE 2, or similar, project management training and experience			✓	A/E
Experience	Extensive experience in the planning, and delivery of service specific initiatives	✓	A/I		
	Local Government or related experience at a similar level to this post	✓	A/I		

	Partnership working to deliver successful projects	✓	A/I		
	Broad experience of working with a broad range of partners from within the public, private and third sectors.	✓	A/I		
	Substantial experience as a line manager at a senior level in a relevant service and evidence of successfully managing staffing issues, including performance management and organisational change management	✓	A/I		
	Experience and good working knowledge of Health and Safety requirements including in a relevant environment	✓	I		
	Sound experience of financial planning, analysis, and control of major budgets	✓	A/I		
	Experience of planning projects, and business case development	✓	A/I		
	Experience of working in a political environment	✓	A/I		
	Experience of working in a performance led environment	✓	A/I		
	Experience of presenting complex information to a wide range of audiences	✓	I		
	Experience of using integrated and modern ICT solutions to deliver efficient services.	✓	A/I		
	A successful track record of seeking and obtaining external funding	✓	A/I		
	Track record in developing and maintaining strategic partnerships/collaborative working	✓	A/I		
	A commercial outlook or experience in delivering to commercial standards.	✓	I		
	Previous involvement in developing business services, including objective setting, performance monitoring and trading account management			✓	A/I

Knowledge	Knowledge of service specific areas	✓	A/I		
	Sound knowledge and a successful track record of service areas covered by this post	✓	A/I		
	Good understanding of service specific areas	✓	A/I		
	Knowledge of key drives and constraints within the service specific area.	✓	I		
	Policy and procedure formulation and development	✓	A/I		
	Sound knowledge and experience along with a successful track record of developing services within the specific area.	✓	A/I		
	Sound knowledge of effective project management techniques	✓	A/I		
	An understanding of the key issues facing local government	✓	I		
	Good understanding of Customer Care issues, particularly in relation to the service	✓	I		
	Sound understanding of the contribution that ICT can make toward efficient/effective service delivery	✓	I		
	Knowledge of the roles and responsibilities of Local Government and other public agencies in relation to economic development and regeneration			✓	A/I
	Knowledge and experience of Local Government Finance and Financial regulations			✓	A/I
				✓	
Understanding of media management			✓	A/I	
Skills	Effective leadership and management skills and the ability to effectively delegate work responsibilities	✓	A/I		

Ability to analyse and successfully present complex information to a wide audience via a range of media and formats	✓	A/I		
Politically astute	✓	A/I		
Ability to manage conflicting demands, meet deadlines and work as part of a team	✓	I		
Ability to work logically, methodically and analytically	✓	I		
Commitment to team work as a means of goal achievement and able to demonstrate experience and success in this field	✓	I		
Ability to motivate and inspire as a means of goal achievement and able to demonstrate experience of success in this field	✓	I		
Ability to think strategically and contribute to strategic development	✓	A/I		
Flexibility and adaptability to deal with change	✓	I		
Demonstrate honesty, openness and Integrity	✓	I		
Personal resilience and ability to manage competing priorities in a high pressure environment,	✓	I		
Tact, diplomacy, creativity and political awareness/sensitivity	✓	I		
Self-motivation, confidence, tenacity and enthusiasm	✓	I		
Able to work as a Team player and be a team leader	✓	I		
Ability to apply innovative thinking and judgment to initiate and support change, to take action, to meet targets and achieve desired outcomes	✓	I		
Numeracy and demonstrable ability to analyse statistical data	✓	I		

	Proven skills in successful negotiation with the public, other professionals/sectors and with other local authority services	✓	A/I		
	Excellent written and oral communication skills, including report writing and effective presentation of complex issues to a wide audience	✓	A/I		
	Ability to promote the District's economy	✓	I		
	Partnership working skills	✓	A/I		
	Project management skills	✓	A/I		
	The ambition and drive to motivate and work with others in an enthusiastic and determined way to create a flagship service	✓	I		
Service Specific Qualifications, Experience, Knowledge, and Skills					
Regulatory Services	Current demonstrable and significant experience of leading regulatory (environmental health) services.	✓	A/I		

Assessment Legend	A= Application	I= Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
--------------------------	----------------	--------------	------------------------	---------------------------------