

**Manchester City Council
Role Profile**

**Strategic Lead (Compliance and Enforcement)
Neighbourhoods Directorate
Reports to: Head of Community Safety and Compliance**

Band SS1 (Senior Operational/Technical Lead)

Role portfolio

Overall purpose of the role

Responsible for the leadership and management of the Council's regulatory compliance and enforcement services including the statutory Environmental Health and Trading Standards functions. The role provides leadership and ensures the Council acts within the legislative framework, advising senior officers and elected members on policies and strategies and ensuring these are delivered by suitably trained and experienced staff.

The role requires significant knowledge across a broad range of regulatory and legislative areas including public health, licensing, trading standards, environmental health, environmental protection, housing, highways, waste and data protection.

Contribute to regional and national discussion and development of policy on regulatory compliance and enforcement issues, deputising for the Head of Service where required.

In conjunction with Head of Service ensure effective communication through high quality reports, formal and informal briefings and presentations to City Council Committees, elected Members, MPs and organisations from the public, private and voluntary sectors.

Responsible for delivering key Council priorities and initiatives with staff resources deployed accordingly.

Ensure that the Council's corporate requirements are consistently met, including for business planning, performance management, human resources, financial management and budget monitoring.

Responsible for continuous improvement of business processes and systems across regulatory compliance and enforcement services.

Key Role Descriptors:

Responsible for the efficient, effective delivery of regulatory compliance and enforcement services at a citywide and neighbourhood level, achieving all statutory responsibilities, through management of functions including: Environmental health (Food, H&S & Airport, Public Health), Environmental Protection, Trading Standards, Private sector Housing, Licensing and Out of Hours – City Centre, Licensing and Out of Hours- City Wide, Neighbourhood management (compliance) Environmental Crimes, Neighbourhood Projects, Compliance support.

Develop linkages and greater coordinated working with other council and partner services to ensure that the service contributes to the development and delivery of citywide and area priorities.

In conjunction with Head of Service contribute to national policy and practice through influence and negotiation with key government departments.

In conjunction with Head of Service brief Members and Senior Leaders on key issues associated with regulatory compliance and enforcement in the city and developing plans to address such issues.

Responsible for the management and professional development of staff to ensure the quality, continuity and efficiency of regulatory compliance and enforcement services.

The role will adapt and develop organisational policies, applying innovative thinking to develop solutions across a range of issues.

The role holder will focus on service delivery and outcomes, driving service priorities, and adapting to changing internal and external environments to achieve for Manchester.

Our leaders should be exemplars of the Our Manchester behaviours in action: demonstrating them through their interactions with colleagues and partners day-in-day-out and their overall approach to delivering for the people of Manchester. They should be confident in challenging others who are not demonstrating these behaviours and open to challenge when others feel they are not working in this way.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Behaviours, skills, and technical requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.

Generic Skills

Communication Skills: Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.

Analytical Skills: Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. Proactively think through problems rather than reactively following a procedure-driven approach.

Strategic Thinking: The ability to think and plan strategically, thinking cross-functionally and cross-organisationally, beyond own professional areas of specialism. Turning strategic ideas and objectives into practical, well organised, high quality, plans with a focus on results, standards and objectives on time, within budget and to prioritise, plan and organise own and others' work effectively to ensure these are met.

Planning and organising: Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.

Problem Solving and Decision Making: Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.

Financial Management: Excellent financial planning skills to develop short, medium and long-term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.

People Management: Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service-based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

Policy Skills: Experience of advising members on key priorities and developing policy responses and action plans to address them.

Technical requirements (Role Specific)

- In depth knowledge of legislation around regulatory compliance and enforcement.
- Significant experience of application of regulatory compliance and enforcement powers including advising and supporting key partners in their use.
- Experience of leading partnerships of diverse agencies and organisations in development of key strategies and multi-agency work programmes
- Strong track record of performance management across a partnership setting.
- In depth understanding of data and reporting tools, experience of measuring performance and impact.