

LONDON BOROUGH OF MERTON**Regulatory Services Partnership (RSP)****JOB DESCRIPTION****POST TITLE: Senior Technical Officer/ Licensing Officer/ Trading Standards Officer/Senior Food & Safety Officer****Grade: ME11****DIVISION/SECTION: Commercial/Residential & Pollution****Location: Merton Civic Centre with a presence at Richmond & Wandsworth according to the needs of the service. Site visits as necessary****Responsible for: none****Responsible to: Team Manager****Post number: TBC****Date: October 2019****Main Purpose**

The post holder will provide day to day operational service of a Residential/Pollution or Commercial activity within a delivery team based over three boroughs. This person will ensure that the team delivers and meets all of its statutory obligations, performance standards and service delivery plans as agreed by the Team Manager. The postholder is expected to support service delivery within specialist or complex areas. The post holder will require to undertake site visits in order to manage projects or support more senior staff.

Supporting and contributing to the work of professional and technical officers in the delivery of services and enforcement of relevant legislation to one of six specialist teams:

-) Food and Health and Safety
-) Licensing
-) Trading Standards
-) Noise and Environmental Enforcement
-) Air Quality and Contaminated Land
-) Private Sector Housing

Specific Duties and Responsibilities

-) To administer the duties of the Regulatory Services Partnership, including the provision of services in accordance with legislation, codes of practice, corporate policies, local policies and guidance and good professional practice. This includes but is not limited to: inspections, projects, surveys, alternative enforcement activities, publicity, attending meetings, processing applications, visits, investigating complaints and service requests, sampling, monitoring, gathering evidence, carrying out PACE interviews, taking statements and recommending appropriate enforcement action to senior managers..
-) To work in a specialist area, contributing to priorities and leading specific projects within the team as necessary,
-) To monitor their own performance against work programme targets and provide regular reports on progress to the Team Manager, ensuring that service delivery objectives are met within agreed timescales
-) Assist with identifying savings and opportunities to maximise the income of the Regulatory Services Partnership
-) To deliver an outstanding, continually improving and customer focussed service, identifying improvements within their role which could enhance customer experience
-) Maintain a high level of technical and legislative knowledge in the relevant subject area, supporting the preparation and implementation of annual work and/or service programmes
-) To ensure that services are delivered to a consistent and professional standard and in accordance with national and divisional guidance and Council procedures
-) Work with colleagues to support review and transformation processes across the shared service, ensuring that they are fit for purpose and support the operational model for the Tri Borough Regulatory Services Partnership – to include improved efficiency and effectiveness as well as maintaining an agreed quality of service
-) To undertake consistent, proportionate, targeted, accountable and transparent enforcement action, in accordance with best practice advice and guidance and enforcement policies, to resolve any identified non-compliances.
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-) To lead on your own cases and assist others with contentious and demanding issues within their area of expertise
-) Assist in responses to requests for information from Government & internal departments, other statutory bodies, internal and external auditors and to relevant Freedom of Information requests
-) Act as point of contact for members of the public and businesses including, but not limited to, complaints, enquiries and information management on their area of expertise as required by their Team Manager
-) Ensure that communication and information technology systems and information is accurately recorded and stored in accordance with data protection requirements and Council policies and procedures and to ensure relevant information on the Council's websites is updated as required
-) To develop and maintain effective partnership working with external and internal agencies & officers, providing advice in relation to matters within the specialist functional area and drafting bids for external funding where requested.
-) Administer licensing schemes and grant programmes in accordance with statutory and local time frames, agreed procedures and within agreed budgets

-) Work with the Team Managers to identify savings, develop the service to trade as a commercial entity and to seek opportunities to maximise the income of the Regulatory Services Partnership
-) To develop and deliver training to businesses and other stakeholders across the relevant service area, developing guidance documents and other information material suitable for distribution to businesses.
-) To maintain an excellent and extensive up to date knowledge of the legislation, best practice, competency and skill relevant to the role.
-) Carry out complex investigations into infringements and non-compliances.
-) To maintain a specialist portfolio knowledge of a major aspect/priority field of regulatory services work, leading on the implementation of work for that area including training and supervising other officers in that field as necessary.

Generic Duties and Responsibilities

-) To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership
-) To properly manage evidence, records and data to ensure that confidentiality, continuity, integrity, data quality and requests for information requirements are observed.
-) To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety
-) To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
-) To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council
-) The Tri Borough Regulatory Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post

Additional Information

-) To work flexibly, assist in the production of reports and be able to attend and speak at external & internal meetings and Council Committees as required
-) To work on other specialist teams where required to meet the needs of the service
-) Participate in the Tri Borough out of hours emergency contact scheme, as necessary, and ensure all of the appropriate protocols, structures and reporting are followed

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Regulatory Services Partnership (RSP)
PERSON SPECIFICATION

POST TITLE: Senior Technical Officer/ Licensing Officer/ Trading Standards Officer/Senior Food & Safety Officer

Grade: ME11

DIVISION/SECTION: Commercial/Residential & Pollution

Location: Merton Civic Centre with a presence at Richmond & Wandsworth according to the needs of the service. Site visits as necessary

Responsible for: None

Responsible to: Team Manager

Post number: TBC

Date: October 2019

Skills and Knowledge

The postholder is expected to have the ability to;

-) Act as depute for their line manager as requested
-) Have a flexible approach to work and the ability to perform well as part of a team
-) Carry out the statutory duties relating to their service area within the Regulatory Services Partnership
-) Be a specialist with detailed knowledge of a specific field of regulatory services.
-) Provide accurate and timely advice to others on their functional areas
-) Support staff to ensure that service delivery objectives are met within agreed timescales, as necessary
-) Be able to identify changes in the operation of the service which will enhance customer experience Assist in the implementation of proactive strategies to deal with new service demands, statutory requirements and problem areas
-) Undertake investigations of complex contraventions of legislation within their specialist area.

Experience

The postholder is expected to have:

-) Experience in an enforcement capacity within a regulatory service.
-) Experience of planning, organising and prioritising workloads to satisfy performance targets and meet deadlines.
-) Experience of carrying out complex and detailed cases in a relevant field;
-) Sound knowledge in at least one of following professional disciplines: Food Safety, Trading Standards, Local Authority Licensing, Private Sector Housing, Environmental Protection or Noise and statutory nuisance
-) Knowledge and understanding of the scope and role of regulatory codes of practice, the Police and Criminal Evidence Act and Regulation of Investigatory Powers Act
-) Experience of undertaking regulatory investigations Experience of managing physical resources such as items of equipment/materials or small sums of cash
-) The ability to meet and monitor their key objectives
-) Experience of developing and documenting policies and procedures.
-) The ability to represent the Council at regional forums
-) Experience of developing and delivering training to businesses.
-) The skills to contribute to departmental projects / objectives
-) Significant experience of using standard IT packages and ability to support others in their day to day use
-) Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts
-) Experience of managing projects both internally and with external stakeholders within agreed deadlines and according to specification.
-) Experience in successfully managing own workload and supporting others in an environment where deadlines and priorities frequently change and are often conflicting
-) Able to use Civica/Northgate (or a similar package) to record casework, manage caseloads and support other members of staff on day to day use
-) Ability to work as part of a team and be able to deal confidently, calmly and sensitively with colleagues. Council, Members, the public and contractors

Qualifications

-) Professional qualification in Environmental Health, Housing, Trading Standards or appropriate professional qualification in licensing, such as Institute of Licensing Professional Licensing Practitioner qualification or equivalent

And, as appropriate,



-) Certificate of Registration with the Environmental Health Officers Registration Board or equivalent
-) Or other specialist qualification