

LONDON BOROUGH OF MERTON
Regulatory Services Partnership (RSP)
JOB DESCRIPTION

**POST TITLE: Senior Regulatory Services Officer (ME12),
Principal Regulatory Services Officer (ME13)**

Grade: ME12- 13

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: September 2019

This is a linked grade post; however there is no automatic progression between the grades. Progress is subject to: -

Management assessment of the individual post holder's ability to perform the tasks expected at the higher grades. This will be linked to agreed competencies for the duties involved and as shown in the person profile.

Management assessment of the need for duties at the higher grade to be done.

Availability of work at the higher grade

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 lead on service delivery within specialist or more complex areas. The post holder will require to undertake site visits in order to manage projects or support 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

Senior Regulatory Services Officer (ME12)

To be lead officer in a specialist area, identify priorities and manage specific projects within the team as necessary, monitor 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

Maintain a high level of technical and legislative knowledge in the relevant subject area, advising on new and emerging issues impacting on the service and 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

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.

Undertake enforcement action including preparation of case files, conducting case reviews, issuing cautions and attending court as necessary. Assist others with contentious and demanding issues within their area of expertise.

Assist in the production of statutory returns, respond 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.

Assist with developing, training and mentoring staff.

Identify and deliver individual training and development needs having regard to the Councils learning and development programmes and policies and supervise and mentor professional trainees.

Work with the Team Managers to develop the service to trade as a commercial entity and to seek additional opportunities for income generation.

Principal Regulatory Services Officer ME13 Additional Requirements

In addition to meeting all the requirements of the Senior Regulatory Services Officer role, the candidate must meet the following:

To lead in the development of best practice policies and procedures by participating in internal audits, updating and developing processes, procedures and standard documents in order to ensure a continually improving the service for customers.

Assist with budget management and savings targets allocated to their area of delivery including grant funding in liaison with and as instructed by the Team Manager

To identify, develop and lead the implementation of project work and proactive strategies for dealing with new service demands, statutory requirements, developing and documenting appropriate policies and procedures having regard to local needs, regional initiatives and Government strategies.

To undertake contentious and complex investigations of regional and national significance.

To represent the Regulatory Services Partnership in corporate and departmental projects / objectives

To represent the Council at regional and national forums as the council's representative.

Additional Information (ME12 & ME13)

To work flexibly, produce reports and be able to attend and speak at external & internal meetings and Council Committees as required.

To work on other specialist teams and to deputise for the Lead Officers, Team Managers and Residential/Pollution or Commercial Services Manager when required.

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.

Generic Duties and Responsibilities (ME12 & ME13)

To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership.

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.

