

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

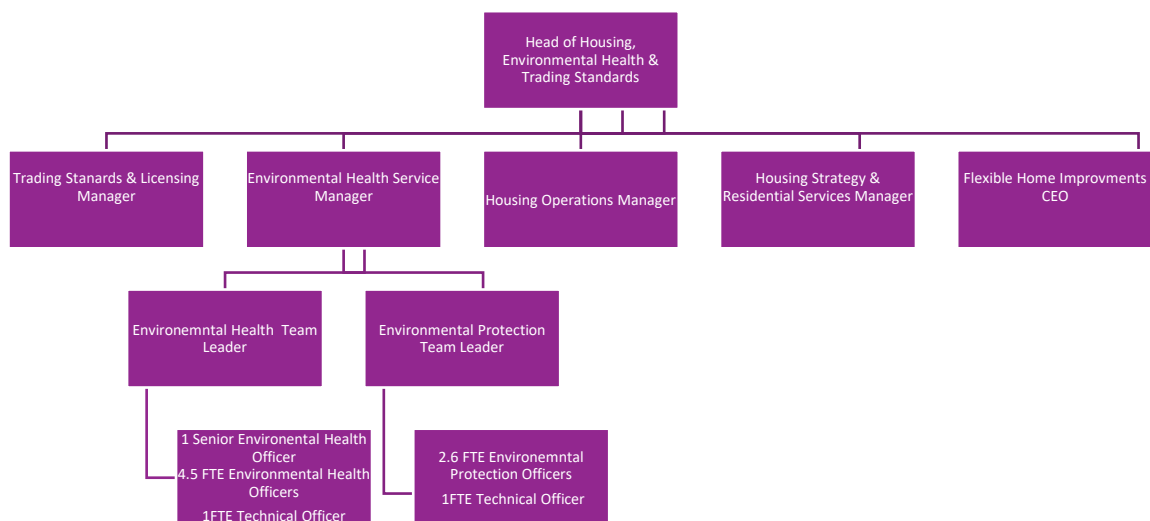
<b>Job Title:</b> <b>Environmental Health Service Manager</b>	<b>Job number:</b> <b>WM0482</b>
<b>Service Area:</b> <b>Housing, Environmental Health &amp; Trading Standards</b>	<b>Team:</b> <b>Environmental Health</b>

### JOB PURPOSE

To effectively lead the Environmental Health Commercial and Environmental Protection teams to ensure that they deliver high quality, innovative, people-focused and value for money services working collaboratively with internal and external stakeholders.

To provide support to the leadership, management and delivery of the Housing, Environmental Health & Trading Standards Service be part of the management team and support the Head of Housing, Environmental Health & Trading Standards as required.

### POSITION WITHIN SERVICE STRUCTURE



## JOB ACCOUNTABILITIES

### Service delivery accountabilities

- Advise and be accountable to the Head of Housing, Environmental Health & Trading Standards for the performance outcomes relating to all areas of the Service for Environmental Health.
- Provide strategic leadership and management that offers a strong sense of purpose for the services managed, ensures compliance with the relevant statutory and legislative framework, and delivers customer focused services in all Environmental Health & Protection Services and related functions.
- Provide operational and strategic leadership and management, delivering and motivating an efficient and effective enforcement and regulatory service function which is customer focused. To provide the senior technical guidance, support and expertise to the services.
- Deliver the Council's vision, objectives and annual priorities in line with the constitution, financial regulations, contract rules, and all approved Council policies and procedures, ensuring that that these are understood and implemented within the service, in line with corporate and directorate plans.
- Operate in a complex multi-agency environment, promoting, developing and maximising effective partnership working with other services in the Council and other third-party agencies to ensure the efficient delivery of services. The post holder will need the ability to manage and coordinate resources from across a range of disciplines not just within the Directorate.
- Consult with and actively engage all sections of the community, partnerships, stakeholders and customers in order to identify, inform and deliver continuous service improvements.
- Develop and monitor annual plans. Use the corporate performance framework to ensure delivery against targets, collaborative working practices, a strong customer focus, efficient resource deployment, staff effectiveness, continuous service improvement and improved outcomes for customers.
- Embed a culture of personal and professional development and assessment that reflects the service priorities and individual's needs. Achieving high retention rates, effective succession planning, high levels of staff motivation and good employee relations.
- Manage financial, human and technology resources to secure cost effective and efficient service delivery, with high levels of output and outcomes, ensuring that services represent good value for money.
- To develop and implement effective emergency plans and processes as required by the council's Emergency Planning Framework to ensure the service areas are sufficiently prepared to provide a robust response to a civil emergency or major incident (where necessary).
- Represent the Unit, Directorate and Council, as appropriate, at local, regional and national events, attending and presenting at conferences, seminars, working parties etc. as may be required to present, promote and protect the Council's interests.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values and behaviours
- Budget management
- Private work and conduct policy

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>Diploma (if obtained before 1993) or Degree or MSc in Environmental Health or relevant Environmental Protection/Science Degree/Diploma</p> <p>Possession of specialist knowledge, skills or experience in a particular aspect of Environmental Health or Protection</p>	<p>Chartered Practitioner with Chartered Institute of Environmental Health</p> <p>Management Qualification / training</p> <p>EHORB Registration</p> <p>Media skills training</p> <p>Institution of Occupational Safety and Health (IOSH) Managing Safety or equivalent</p>	<p>Qualification/certificate</p> <p>Application Form/ Interview</p>
Job Competence summary (knowledge, skills, abilities, experience)	<p>Demonstrate extensive experience of working at a senior level and supervising and managing staff</p> <p>Demonstrates experience in managing multi skilled successful teams or projects, with a record of collaborative and team working</p> <p>Demonstrates leadership and the ability to motivate, empower and develop staff</p> <p>A thorough understanding of the legislation and statutory framework affecting service delivery in this area</p> <p>Ability to use, analyse and interpret data and information to guide</p>	<p>Working knowledge of Uniform and Agresso systems</p> <p>Budgetary Control experience</p> <p>Good analytical skills</p> <p>Experienced in presenting reports to Council Boards/Panels.</p> <p>Familiarity with Business Planning and experienced in writing service plans, policies and procedures.</p> <p>Familiarity with personal development interviewing and conducting staff appraisals</p>	<p>Application Form and Interview</p>

	<p>and influence decision making</p> <p>Ability to advise and influence through effective communication and leadership at all levels and in a variety of media, forums and situations</p> <p>Ability to write clear concise technical reports</p> <p>Ability to operate effectively under pressure, making autonomous decisions, plan organise and prioritise workload</p> <p>Ability to recognise risk and a risk-based approach to environmental protection regulation</p> <p>Experience of successful leadership and financial management at a senior level including managing complex budgets</p> <p>Able to work effectively in a political environment and establish positive relationships with Councillors, senior managers, staff and external partners, to establish confidence</p>		
Other requirements (e.g. unsocial hours working, driving licence, fit to drive Council vehicle etc.)	Attendance at evening meetings as necessary and working unsociable hours when required		Interview

	Hold a current driving licence and provide a roadworthy, taxed and insured vehicle able to carry equipment and the functions associated with the post on a daily basis		Application form / interview
Politically restricted post  Yes			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.