

# JOB PROFILE

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Head of Regulatory and Community Safety
<b>GRADE:</b>	JNC C
<b>SERVICE:</b>	Customer Experience, Planning, Regulatory and Community Safety
<b>BASE/LOCATION:</b>	Southfield Road Offices, Loughborough – Agile Working
<b>POST NUMBER:</b>	M451

## JOB PURPOSE

- To manage the Council's Regulatory and Community Safety operations, supporting the Council's vision to make the Borough a highly desirable place to live, work, visit and invest by developing a high quality, safe and secure local environment.
- To lead and manage the Council's core regulatory functions, ensuring compliance with statutory requirements and best practice, and the provision of professional and pragmatic advice to a range of stakeholders.
- To lead and manage the Council's Community Safety Unit, effectively utilising CCTV operations and working with partner organisations and stakeholders to tackle crime, disorder, and anti-social behaviour.

## ROLE SPECIFIC DUTIES & RESPONSIBILITIES

- Leads and manages the Council's regulatory services ensuring the Council meets its statutory responsibilities relating to licensing, environmental, food, and health and safety.
- Ensures that the Council meets its community safety and environmental crime responsibilities working effectively in partnership with other agencies to prevent and address crime and anti-social behaviour.
- Ensures the Council takes a forward-thinking approach to the assigned services, developing and implementing appropriate strategies and policies as required.
- Leads and manages the Council's car parking policy and operations including the civil enforcement service in partnership with Leicestershire County Council.
- Works effectively with the public and private sector to help ensure a business- and customer service-focused approach to regulation and enforcement.

## CORE REQUIREMENTS

- Champions the Vision and Values of Charnwood Borough Council and work with members and staff from across the organisation in the best interests of the residents of the borough and the Council.
- Responsible for managing the strategic and operational performance of services and teams in line with the Corporate Strategy and Service Plans including planning, budgetary processes, and risk management.
- Maintains effective and productive working relationships with colleagues and external partners.
- Leads, manages, and develops colleagues and teams effectively to support the provision of excellent services.
- Drives successful achievement of key projects and initiatives including project management, working groups, continuous improvement, and transformation.
- Ensures that the customer experience is maintained to a high-quality standard and is committed to delivering appropriate services to all service users, inclusively and without discrimination.
- Works collegiately with colleagues.
- Deputise for the Director on specific matters as required.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

## SPECIAL FACTORS & CONDUCT

- This job profile sets out the principal duties associated with this post at the time it was drawn up but is not intended to constitute an exhaustive list.
- The postholder will be required to undertake duties and responsibilities as required that are commensurate with this role, and which may vary from time to time.
- The nature of the work may involve the jobholder carrying out work outside of normal working hours. This will include participation in the on call rota and support for civil contingencies/business continuity issues. Additionally, you will be required to provide relevant and appropriate support for corporate events including Loughborough Fair.
- You will be required where necessary to be involved in Civil Contingencies and Emergency Planning issues relating to preparing and responding to relevant incidents or events. This is in addition to corporate requirements including protect and prevent duties within Community Safety and Public Protection.
- This position has been identified as a politically restricted post under the Local Government and Housing Act 1989.
- Conduct of Heads of Service at all times will be bounded by legality, the Council's policies, strategies, constitution, democratic arrangements and the pursuit of equality, efficiency, effectiveness and economy in the design and delivery of services.

## **PERSON SPECIFICATION**

### **Our Values**

Our Charnwood Culture Framework is a set of core values that run through the way we work and the way we lead others. Our Leaders and Managers drive the Charnwood culture, demonstrating our values and ensuring the 'essence' of Charnwood is understood by all.



#### **Pride in Charnwood**

**We take pride in our work and our borough and are ambitious for the future.**



#### **Working Together**

**We work together with pace and positivity as one council and in partnership with others.**



#### **Customer Focused**

**We listen to our customers and are focused on delivering excellent services.**

## **QUALIFICATIONS**

### **Essential**

- A relevant professional qualification at degree level, or equivalent experience working at a senior management level preferably in Environmental Health.

### **Desirable**

- Evidence of continuing personal and professional development relevant to a senior management role.

## **EXPERIENCE & SKILLS**

- Experience of managing services at a high level in one or more relevant service areas, i.e. Environmental Health, Regulatory Services, Crime Prevention/Reduction, Anti-Social Behaviour etc.
- Significant experience at a senior management level within a complex multi-functional organisation.
- Experience of successfully integrating and managing multiple service areas.
- Evidence of developing successful working relationships with Executive Boards/Members, internal and external partners, colleagues, and other stakeholders to deliver shared aims and objectives.
- Evidence of successful resource and financial/budget management.
- Ability to manage and develop high quality customer focused services throughout the Borough.
- Sound decision-making skills, workload prioritisation, and the ability to find creative and innovative solutions to problems.

## LEADERSHIP BEHAVIOURS

### LEADERSHIP

- Demonstrates vision and passion for the Council and the Borough.
- Embodies the Council's Values.
- Provides effective and timely management and supports colleagues and teams to achieve common goals.

### WORKING WITH OTHERS

- Works successfully and collegially with colleagues and partners, recognising how provision of services impacts upon others.
- Proactively identifies and maximises opportunities to work with partners and communities to deliver high-quality services.
- Motivates others to engage with the Council's strategic priorities.

### CONTINUOUS IMPROVEMENT

- Takes an outcomes-focused approach and uses evidence to underpin decision-making.
- Regularly reviews services to ensure they continue to meet the needs of the Council, stakeholders, and communities.
- Critically evaluates and proposes actions to achieve service improvements and leads on implementation with confidence and commitment.

### CUSTOMER SERVICE

- Integrates the customer experience into service design.
- Promotes a customer-centric organisational culture.
- Appreciates the value of feedback from stakeholders and acts upon this to ensure the needs of diverse communities are met.

### COMMUNICATION

- Communicates with clarity and enthusiasm about the Council and its vision for the Borough.
- Able to use different communication styles and skills to engage others and to ensure directions and ideas are fully understood.
- Displays emotional intelligence and empathy, respecting the needs of others.

### POSITIVITY

- Strives to find the best way to achieve results.
- Demonstrates personal and professional resilience.
- Motivates, inspires, and empowers others to succeed.

### INCLUSIVITY AND DIVERSITY

- Promotes an inclusive working environment.
- Recognises the value of equality, diversity, and inclusion in delivering excellent services.
- Respects the life experiences of others.

Prepared by: Chief Executive  
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