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| Job title | Regulatory Service Manager (Commercial) |
| Strategic team | Adults and Community Services |
| Service | Community & Customer Services |
| Business unit | Community Safety |
| Responsible to (day to day issues) | Divisional Director Community and Customer Services |
| Accountable to (line manager) | Divisional Director Community and Customer Services |
| Salary grade (spinal column points only) | Grade M |
| JE ref | ADC013 |

# 1. Key purpose of job

* 1. To be responsible and accountable for the strategic development, alignment and coordination of Regulatory Services Agenda (Health and Safety at Work, Licensing, Food Safety) including operational provision. Delivering outcomes in accordance with relevant plans and performance indicators.
  2. To act as client officer for Trading Standards, ensuring that the service meets the needs of Torbay and there is integration across wider services within the organisation.
  3. To lead, manage, develop and secure effective partnership working with a range of key stakeholders including other organisations, Members, third and independent sector providers and professional organisations to achieve optimum development of integrated services.
  4. To provide high quality advice and services to licensing stakeholders to ensure effective control over licensing activities including alcohol and entertainment and late-night refreshment licensing, taxi and private hire licensing, gambling, animal welfare, charitable collections, street trading, sexual entertainment venue licensing and pavement cafes, and any other regime that may be allocated to the team.
  5. To develop and promote integrated working both across the specified teams but also within a multi-agency setting, to effectively target high risk activities across Torbay.

# 2. Anticipated outcomes of post

2.1 To provide leadership and a high level of clear strategic vision and sense of direction, establishing agreed goals and targets within a corporate approach to Regulator Services in Torbay.

2.2 To be responsible and manage the delivery of an efficient and effective service through the delivery of flexible, quality services in line with the Council’s fit for future ambitions which meet the needs of the community and to assist in the delivery of relevant corporate objectives.

2.3 To develop, nurture and manage multi-agency working to create sustainable links with partners to effectively target high risk activities across Torbay.

2.4 To be responsible for the development and implementation of a range of innovative approaches to encourage positive changes in behaviour; public reassurance and increase public awareness of key issues to improve health, safety, and welfare outcomes across the Bay.

2.5 To be responsible for, manage, and coordinate the development and effective implementation of strategies and policies relevant to the role.

2.6 To be responsible for the performance management of the team to ensure that all agreed targets are delivered across the area of responsibility.

# 3. List key duties and accountabilities of the post

3.1 To provide leadership and a high level of strategic support in the development and operation of the Environmental Health (Commercial) Team.

3.2 To ensure that the team has effective strategies and plans, with a strong performance management culture.

3.3 Advising the Divisional Director Community & Customer Services and other Senior Officers and Elected Members on all aspects relating to the Environmental Health (Commercial) section and lead on to performance management, BPR and other reviews in this service area.

3.4 Acting as ‘Lead Officer’ and ‘Authorised Officer’ for specific duties and responsibilities which may be ascribed from time to time.

3.5 Ensuring effective budget management and implementation and review of zero-based budgeting in the postholder’s area of responsibility.

3.6 To establish, in conjunction with the Divisional Director and other members of the business unit:

* Clear and measurable plans, budgets, targets and procedures for each operational unit or aspect of the Service;
* Effective systems to measure the operational performance of the service and achievement of objectives;
* Performance targets for each member of the team, in consultation with specialist leads within the team;
* Actively contribute to the overall management of the Authority by providing professional advice and guidance on all functions within Environmental Health (Commercial) to the corporate planning and decision-making process.

3.7 To provide leadership and be responsible for the management of staff within the postholder’s control to ensure that they are provided with motivation, guidance and support; that their performance is monitored and appraised; that they training needs are identified and that they receive appropriate leadership in matters of professional interpretation, in conjunction with the Divisional Director Community & Customer Services.

3.8 To promote the development and maintenance of high professional standards throughout the work of the Section.

3.9 Ensuring that any performance matters are addressed promptly.

3.10 Ensuring that all staff within the postholder’s area of responsibility comply with Standing Orders, financial regulations, statutory obligations and other provisions.

3.11 Representing the Divisional Director Community & Customer Services and the Council at Committees, Working Parties and at meetings with other Local Authorities, Government Departments, industry and commerce, etc.

3.12 Conducting all external relations in such a way as to enhance the Authority’s good standing and reputation.

3.13 Maintaining clear internal communications between management and staff and participate fully in the Community Safety Management Team meetings to ensure its effective operation.

3.14 Keeping up to date of current and proposed legislation, identifying necessary or consequential repercussions, promulgating information and advice, instigating appropriate action and monitoring its implementation.

3.15 Implementing and monitoring the effective application of the teams Enforcement and Prosecution Policy.

3.16 To be responsible for and continually develop and improve all operational systems and procedures to maximise efficiency and improve customer care and service delivery. To be aware of and introduce new technology as appropriate.

3.17 Assisting the Divisional Director Community & Customer Services in monitoring the achievement of the Council’s strategic objectives, Corporate Plan aims and actions and overall performance standards. Providing feedback and suggestions for any refinements to service delivery based on the results of performance monitoring.

3.18 To be responsible for the preparation of reports for Members and external agencies on the work, roles and responsibilities of the Environmental Health (Commercial) Section, including new policy initiatives and business development.

3.19 To ensure that strong links with the Crime and Disorder Reduction Partnership (Safer Communities Torbay) are established and the team is an active contributor to achieving the agreed outcomes of this partnership.

# 4. Budgetary/Financial Responsibilities of the post

4.1 Responsibility for revenue and capital budgets within the postholder’s area of responsibility.

# 5. Supervision/Line Management Responsibilities of the post

5.1 Responsibility for all staff within the Licencing Team and Principal of Environmental Health Officer (Food Safety). This is 13 posts.

# 6. Working environment and conditions of the post

6.1 Office environment with visits to commercial businesses and other properties.

6.2 To work occasionally outside of normal office hours to deliver the teams objectives. This may include out of hours inspections; attendance at events and community engagement events to promote the work of the team and feedback to the community on specific issues.

# 7. Physical demands of the post

7.1 Normal physical demands.

# 8. Specific resources used by the post

8.1 Display screen equipment work, normal physical effort with a small amount of manual handling.

# 9. Key contacts and relationships

**External**

All businesses and the voluntary sector in Torbay; Torbay Business Forums/Chamber of Trade; Health and Safety Executive; Food Standards Agency; Department of Business, Energy and Industrial Strategy; Office of Product Safety and Standards; Environment Agency; other Local Authorities; Magistrates Court; Devon & Cornwall Constabulary; Devon & Somerset Fire and Rescue; local voluntary community and statutory agencies, etc.

**Internal**

Divisional Director Community & Customer Services; Community Safety colleagues; Licensing Committee; Elected Members; Portfolio holders; Employees at all levels across Torbay Council.

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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| Business unit | Community Safety |

## Skills and effectiveness

### Essential skills and effectiveness

1. Strong leadership and management skills to ensure effective performance.
2. Ability to work effectively in a complex political environment building and sustaining effective working relationships with Councillors, Directors, Service Managers as well as with external organisations.
3. Ability to communicate with a range of people across the organisation and partners both verbally and written.
4. A demonstrable understanding and acceptance of the principles underlying equal opportunities and diversification and a commitment to achieving and practising these.
5. Good organisational ability, particularly self-organisation, ability to see tasks through to a successful conclusion.
6. Highly developedanalytical skills, ability to use a wide range of data and information for formulating strategies, developing business cases and plans, writing reports and presentations.
7. Chairing and managing multi-agency meetings.
8. To understand political sensitivity and have experience of directly working with Elected Members.
9. Ability to establish positive relationships with partners, generating confidence and respect.
10. Ability to work on own or as part of a Team.
11. Ability to lead, implement and direct change.
12. Ability to manage conflicting priorities.
13. Ability to use judgement, tact and sensitivity.
14. Good interpersonal skills and unbiased approach to dealing with others.
15. Initiative and commitment with a flexible approach to work.
16. Ability to influence and negotiate effectively.
17. As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post

### Desirable skills and effectiveness

1. An in-depth understanding of the relationship between Regulator Services functions and impact on wider Public Health agenda.

## Knowledge

### Essential knowledge

1. Up to date knowledge of legal, technical and professional matters in relation to the Commercial Teams areas of responsibility – including Public Safety Advisory group, external Health and Safety, Licencing, Trading Standards and food Safety.
2. In-depth knowledge related to Licensing legislation including Park Homes, statutory nuisance, taxi and alcohol and gambling legislation including other separate licensing regimes.
3. Knowledge of PC based computer systems.
4. Local Authority budgetary controls and constraints and active budget management.
5. Detailed working knowledge and understanding of the principles and practices of good project management.
6. Knowledge of national and local strategic priorities within especially in relation to Regulators Services matters.
7. Knowledge of multi-agency criteria and delivery models to create shared responsibility through single plans.
8. Knowledge of the demands of the Audit Services, BPR and other performance targets on the work of Local Authorities.
9. Knowledge of local government decision-making processes, procedures and the legislative framework in relation to Licensing legislation.

### Desirable knowledge

2. Knowledge and understanding of programme and project management methodologies.

## Experience and achievements

### Essential experience and achievements

1. Demonstrable expertise in managing, overseeing and advising on issues which could potentially lead to the institution of legal proceedings.
2. Demonstrable experience of successful partnership working at a strategic level, leading to measurable improvements in outcomes.
3. Experience of leading and managing a service at a senior level.
4. Preparing successful funding applications.
5. Liaising with local media on both contentious and non-contentious issues.
6. Demonstrate experience in successful performance management.
7. Proven track record of working successfully with the business community over a sustained period to secure positive outcomes.
8. Experience of having led the successful translation of strategy into operational reality
9. Competence and confidence in working with elected members and regulators.
10. Proven or demonstrable track record of project and caseload management.
11. Demonstrable post qualification experience in a management capacity in a local authority setting.
12. Experience of working with the third and independent sectors and the ability to articulate clearly the added value of their expertise.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Relevant professional qualification to at least degree level in one of the professional disciplines within the Business Units areas of responsibilities.
2. A relevant management qualification (NVQ 4 or above).
3. Evidence continued professional development in the areas of project management, programme management and management and leadership.

### Desirable qualifications/professional memberships

1. IM Diploma in Management/NVQ5 Management.
2. Post-graduate qualification in at least one of the areas of the Division’s responsibilities.

Professional qualification in programme/project management such as Prince 2 or equivalent.

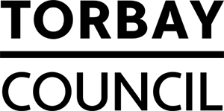
## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people

2. Ability to carry out the physical requirements of the role, i.e. manual handling.

1. Ability to travel efficiently around the Bay in order to carry out duties.
2. Ability to accommodate unsociable hours.

A body of water with land in the background

Description automatically generated with low confidence

**Regulatory Services Manager (Commercial)**  
  
Thank you for your interest in this key leadership role here at Torbay Council

Welcome

Thank you for your interest in this post. This is a great time to join Torbay Council. There is real momentum building, fuelled by a shared sense of purpose and ambition and it goes beyond the Council offices. This post is key and part of a restructure within the department to provide a holistic regulatory services offer to our customers.

You will be based within the Community and Customer Services directorate and will be amazed by the breath of what we do and the opportunities this provides. As a small Unitary Council, you will therefore have a fantastic opportunity to develop your career and have exposure to a wide agenda and the connectivity that comes with this. This will be at all levels within the organisation and with partners.

Torbay is a great place to live and work. and I look forward to receiving your application and building upon the talented management team that we already have in place.

**Tara Harris Divisional Director Community and Customer Services**

**A person smiling for the camera

Description automatically generated with low confidence**

**About Torbay**

Torbay is made up of the three coastal towns of Torquay, Paignton and Brixham, each with a unique character.  Our population is in excess of 136,000 making it the second largest urban area in Devon, Cornwall and Somerset.We have a stunning natural environment.  There is great access to the sea from several harbours and beaches with our communities also enjoying the benefits of an urban style of living.

* Our coastline provides countless opportunities for outdoor activities. In the summer months you’ll always see plenty of activity: swimming, boating, kayaking, paragliding to name but a few. If a more steady pace appeals to you then there’s plenty of opportunity to try your hand at fishing or just take in the stunning views on the [South West Coast Path](https://www.englishriviera.co.uk/things-to-do/south-west-coast-path-p1293893).
* In addition, access to the countryside, Dartmoor and more remote parts of the county could not be easier.  A new road infrastructure gives fast and reliable access to all parts of the UK, including Exeter and Bristol airports.
* Our rich geological, historical and cultural heritage has gained and retained international recognition. Other jewels in the Torbay’s crown include Agatha Christie, Torre Abbey, a wonderful food and drink offer, many tourist attractions and a busy events calendar, including the Annual English Riviera Air Show and sailing events.
* With a constant influx of visitors there is a fantastic range of restaurants and cafes to cater to all tastes. Unsurprisingly, there is plenty of fresh seafood on offer and we are known as England’s Seafood Coast.
* We have high quality, high performing primary and secondary schools and South Devon College is recognised as one of the top further education colleges in England, with aspirations of achieving university status.

**About the Role**

There really couldn’t be a better time to join the Commercial Team in the Community and Customer Services Directorate. We are embarking on a change journey to improve the delivery of Licensing, Food Safety and Health and Safety services to the community we serve and we’re looking for a dynamic, self-motivated, and enthusiastic manager to help drive this work and come along on this exciting and challenging journey with us.

Becoming our Regulatory Services Manager is a great career move for an experienced professional who is ready to take on a more expansive and prominent role in shaping and implementing flexible, efficient, and high-quality regulatory services in line with the Council’s ‘Fit for Future’ ambitions. Reporting to the Divisional Director Community and Customer Services, you will directly manage the Licensing Team, this being your predominate area of knowledge and expertise, and line manage the Principal Officer for Food and Safety. You will be leading these teams through a period of restructure to ensure greater connectedness between the myriad regulatory services we provide, with a view to delivering efficiencies to our customers and embedding a team-wide ethos to work better and smarter together.

You will also Chair the Public Safety Advisory Group, with its role in overseeing and supporting a number of great events, notably Torbay Airshow, Electric Bay Music Festival amongst others. Responsibility for Torquay United Safety Advisory Group also sits within the Licensing Team.

Torbay is a great place to live and work. and this is a great role for a forward-thinking and adaptable person to develop in your career with a supportive and dynamic unitary authority that recognises and values the contribution of its employees.

**About the Team**

The Divisional Director of Community and Customer Services is supported by the following management team:

* Housing Options Manager
* ASB and Vulnerability Manager. including Safer Communities (Community Safety Partnership)
* Housing Standards and Environmental Protection Manager
* Customer Services and Housing Benefit Manager
* CCTV Manager
* Corporate Health and Safety Manager
* Emergency Planning

**Licensing Team**

It’s a busy team dealing with the whole range of licensing matters, including the traditional licensing regimes but also Park Homes and the Torquay United Safety Advisory Group. Some simple numbers

* 500+ licensed drivers, 300+ PHV’s, 169 Hackney Carriages
* 850 Premises Licence/Club Premises Certificates
* 40+ Gambling premises
* 8 Park Home sites

The team has a very close working relationship with the Police, and collectively works closely with the trade, business representatives and Torbay Development Agency. It works closely with the events team supporting a range of events in Torbay.

**Food and Safety Team**

It’s a busy team dealing with food safety, infectious disease control, eternal health and safety as well as fish processing business and a busy harbour

* We have over 2000 food premises in Torbay ranging from large manufacturers to small hotels and bed and breakfasts
* We have one of the busiest fish markets in the UK and the food team play a vital role in ensuring the fishing industry in Torbay works effectively throughout the year.
* We have approximately 20 approved fishery establishments within the Bay where the food team have a large role to play in their effective running of the business.

**What we offer**

We are one of the largest employers in Torbay.

We are committed to making a difference in our community and delivering high quality, value for money services to local people. To achieve this we only recruit the best - people who are forward-thinking and adaptable with a clear customer orientated focus and who always act with integrity.

In return, you will receive excellent employment terms and conditions and the opportunity to work for an organisation that recognises and values the contributions of its employees.

As our Regulatory Services Manager we can offer you the following:

* 33 days annual leave plus additional bank holidays and an extra day for long service
* Relocation package for the successful candidate
* A Career Average Re-Valued Earnings (CARE) pension scheme through Peninsula Pensions
* Commitment to a good Work/Life Balance with options including a flexi-scheme, career break scheme, home and hybrid working, flexible retirement
* Family friendly benefits such flexible working and access to childcare vouchers, paid maternity, adoption and paternity leave schemes (where eligible) and paid leave for fertility treatment
* Equal Opportunities policies including Equal Pay
* An Employee Assistance Programme which includes 24 hour access to wellbeing support and counselling
* Employee Reward Scheme - online and in-store access to a range of local and national discounts exclusively for our employees
* Professional support including coaching and mentoring
* Cycle scheme
* Eye care vouchers