Generic Role Profile

Regulatory Services – Lead Practitioner

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**Report To**

Regulatory Services Manager

Role Purpose

To contribute to the delivery of the service’s functions to protect and promote the health, safety and wellbeing of residents and visitors to Salford, and to support the maintenance and growth of Salford’s economy by working with businesses, consumers, service providers and other stakeholders to ensure that they can engage in trade, access services and accommodation in safety and with confidence.

This Role will be carried out in accordance with the Directorate Annual Business Plan and the overall policy of the Council. The post holder will model and promote the city councils values in all aspects of their duties.

Main Responsibilities/Accountabilities

1. Under the direction of the Service Manager develop operational solutions to area based and thematic challenges across Regulatory Services in order to meet the aims and objectives set out in the City Councils Values, Strategies and Directorate Business Plan.
2. To deputise in the absence of the Service Manager in matters arising relating to the Regulatory Services function.
3. To procure, monitor and deliver assigned tasks both individually and as part of formal and informal teams.
4. To ensure that Service Managers are made aware of emerging trends, opportunities or challenges identified through operational activities that may require a strategic response and to provide expert advice on technical and operational matters that may influence the development of such responses.
5. To undertake all duties in full accordance with the relevant procedures and standing orders, ensuring that all relevant financial and statutory matters are dealt with promptly.
6. The post holder will be responsible for delivering outcomes and manage staff in an identified area of work within Regulatory Services but will also be expected to deliver outcomes and co-ordinate staff across other areas as required.
7. To be responsible for ensuring all working practices and procedures are current and of a high standard, in accordance with legislative guidance and best practice. Ensuring that appropriate formal and informal action is taken to through staff motivation, development and effective management.
8. To provide operational guidance and support to officers in complex investigations and emerging areas of work or legislative change.
9. To manage and deliver the work programme allocated. To be responsible for the performance of the team to which assigned, for keeping robust and accurate records and where appropriate, working outside normal hours.
10. To lead in the collation of performance data required for internal performance management and relevant national statutory returns.
11. To represent the Directorate at inter-directorate, inter-authority, regional and national level meetings relating to specialist issues or any other matter at the request of the Service Manager.
12. To undertake such additional duties that may arise appropriate to the delivery of the service and as are reasonably commensurate with the level of the post.
13. To take a full and active role in the implementation of own training and personal development, keeping abreast of developments across Regulatory Services. Where necessary to actively support and where necessary lead, the training & development of colleagues and teams within the service.
14. To identify, develop  and assessing viability of new opportunities for new income generation and where appropriate realising them
15. To contribute to and demonstrate a commitment to relevant policies of the City Council.

Person profile

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Essential

Knowledge

Possessing an in depth level of knowledge of legislation and technical matters relevant to the focus area for which the post holder is responsible including practical application. The level will be commensurate with the skill area the post is within.

Having demonstrable knowledge of staff supervision and management of projects.

Having demonstrable knowledge of national and regional agendas, strategies, policies and plans within the Regulatory Services function and what constitutes excellent customer care.

Skills

Having excellent interpersonal and communication skills to effectively carry out the role.

To demonstrate the required competency requirements necessary to effectively carry out this role within the specific post holder’s service area.

The ability to research, gather and analyse information and evidence from a wide range of sources. Draw reasoned conclusion, identify options for action and where asked, to make appropriate recommendations. Updating and maximising computer systems and keeping accurate records.

The ability to integrate information from a range of sources and covering range of issues in order to identify emerging trends and patterns that adds to the Service’s understanding of the operational context in which it is acting and informs intelligence led strategic decision making.

The ability to manage multiple work programmes, through the supervision and development of staff and effective management of financial and other resources.

To be able to access and inspect all areas of the city in a timely manner. This will include a range of buildings and properties including accessing uneven ground. The post holder will undertake calibration and maintenance of equipment.

To be able to effectively apply leadership and management skills in line with the Council’s Leadership Framework.

Experience

To have extensive and in-dept experience working within a regulatory or enforcement or other employment discipline where the experience gained is of benefit to the work of the Regulatory Services function. Demonstrating a track record of successful outcomes, as a result of this experience.

A demonstrable track record of working with a comprehensive range of stakeholders such as customers, agencies, elected members, community groups and third sector organisations. Including an understanding of various services and referral pathways available to customers and offenders to assist them in their home and work life.

Experience of managing staff commensurate with the level expected by the role.

Experience of monitoring budgets.

Attributes and Behaviours

There is an expectation that all employees demonstrate our values of Pride, Passion, People, and Personal responsibility in all aspects of their duties.

The post holder will model the behaviours expected of a manager as outline in the Council’s Leadership Framework.

**Pride**—demonstrating pride in the role that you play in providing service to the people of Salford; taking pride in your work—taking ownership and getting it right the first time every time and accepting the trust and responsibility invested in you as an ambassador for the city.

**Required skills and behaviours:**

* **Customer Focus**—identifying opportunities to develop and enhance services to improve the customer experience.
* **Quality & Excellence**—improving quality across the service/organisation.
* **People Development**—giving advice, guidance and direction to others so performance and development requirements are clear.
* **Personal Development**—managing your own performance and development.

**Passion--**being optimistic and ambitious for the city and its people, being creative and positive about change and making the most of opportunities. It involves generating new ideas, demonstrating initiative and sharing best practice. It requires developing strong relationships and joint working with partners and others to deliver the best possible outcomes for the people of Salford and engaging with others in a positive way to change and improve how we work.t means generating new ideas, demonstrating initiative and sharing best practice.

**Required skills and behaviours:**

* **Change and Improvement**—initiating and supporting organisational changes by identifying future needs.
* **Building relationships**—making the building of effective relationships with key people a priority.
* **Collaboration**—working as part of a broader team, working across boundaries on solutions, and delivering actual outcomes.
* **Creativity and Innovation**—helping to create a culture of innovation and creativity.

**People**--respecting and caring for others, treating everyone fairly, listening and acting on the things people say. It is putting residents and others at the heart of what you do—doing things with people not to them and treating all colleagues, partners and residents with the dignity and respect that they deserve. It involves recognising and valuing the contribution that others can make to the work that you do.

**Required skills and behaviours:**

* **Valuing Diversity**—actively encouraging diversity and equality
* **Influence and Persuasion**—transferring ownership and gaining commitment.
* **Communication**—enabling open and participative exchanges and raising awareness of issues and sending consistent messages in order to effect progress.
* **Negotiation**—presenting views assertively and confidently.
* **Integrity and Trust**—being a role model, demonstrating our values and standards, and promoting integrity within the team/service/organisation.

**Personal responsibility**--being honest, taking responsibility and ownership for your actions and decisions and using resources that you are trusted with wisely. You are able to explain your actions and decisions to others, addressing issues and providing solutions. It involves contributing to solving problems, changing how we do things and delivering the best possible outcomes; using the resources available to you effectively and efficiently; looking for opportunities to do things better.

**Required skills and behaviours:**

* **Adaptability & flexibility**—encouraging flexibility in others by ensuring people have the right tools and information to make necessary changes.
* **Decision making and judgement**—making complex and tough decisions in ambiguous or risky situations.
* **Information gathering**—conducting ongoing, proactive investigation and providing evidence-based options from various items of information.
* **Expert and technical knowledge**—contributing to the development of others through sharing knowledge and experience.
* **Leadership**—acting on own initiative, especially in the absence of a manager; taking ownership and seeing things through to a successful conclusion
* **Self Awareness**— this involves actively developing self and creating a culture of development for the team/service/organisation

**Context**

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The role is a generic role, as Lead Practitioner, across the Regulatory Services Team. The role holder will operate within the Enforcement Hub, which consists of enforcement bodies from within and outside of the local authority. The role will primarily be operating within a specialist area applied for but on occasions there will be the need to operate within multi-skilled teams working in partnership to bring about quick and satisfactory resolutions to issues that arise within the City, in accordance with our Strategies, polices and practices. The role holder will work alongside other Lead Practitioners and have the supervisory responsibility for Level 1 & 2 whether in the specialist role or when working as a multi-disciplinary team within the Hub. The role holder will work at the direction of a Service Manager.

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