

Team Leader (Environmental Protection)

Role Profile

Service: Regulatory Services – Place Directorate
Band: Band 10
Reporting to: Regulatory Services Manager (Environmental Health)
Responsible for: Environmental Protection Team



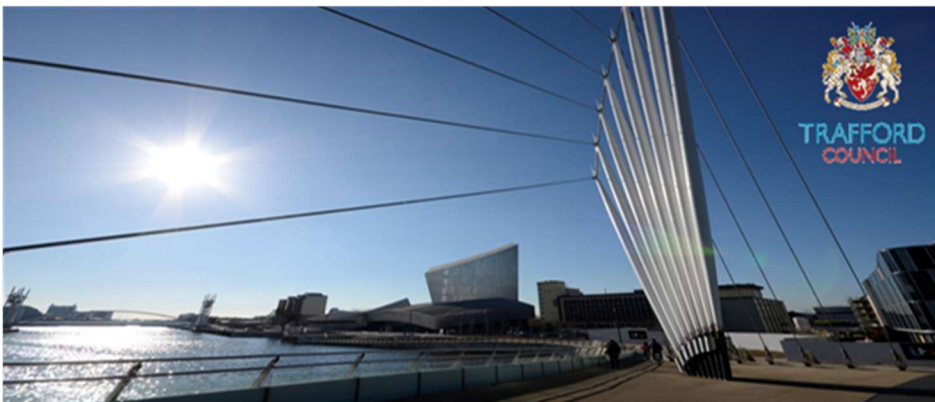
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Environmental Protection team is part of Regulatory Services in Trafford Council. The Environmental Protection team carry out a range of regulatory and enforcement functions in the areas of statutory nuisance (e.g. noise, odour and lighting), environmental impact assessments, permitting industrial processes, air quality and contaminated land regimes. The team also provide specialist professional advice and act as key statutory consultee to other Council services such as Planning and Licensing.

Other teams within Regulatory Services include Environmental Health, Private Sector Housing, Pest Control, Licensing, Trading Standards, Building Control, Community Safety and Emergency Planning.

The Environmental Protection Team are crucial to the Council meeting its statutory requirements in the above areas and the team provide specialist knowledge and advice in these topics. The work undertaken by the team directly contributes to the Council's corporate priorities of reducing health inequalities and addressing our climate crisis.

Your Main Priorities

- Leading the Environmental Protection team, under the direction of the Regulatory Services Manager, to ensure work is planned and undertaken in accordance with statutory requirements, directives, codes of practice, national guidance, local byelaws and the Authority's policies and work procedures.
- Ensuring appropriate and proportionate enforcement action is undertaken in the above outlined areas to maintain and improve standards, with the aim of protecting residents, visitors and employees in Trafford.

Key duties

- Leading the day-to-day operational functions of the Environmental Protection team and support the service in planning, supporting, monitoring, and assessing the performance of all staff within the team.
- Supporting the Regulatory Services Managers and Head of Service in the management of the Regulatory Service. Deputising, as required, for the Regulatory Services Manager.
- Assisting the Regulatory Services Managers in the development and implementation of service and directorate business plans, performance indicators, work programmes and project-based work. Supporting the development and implementation of service improvement measures.
- Ensuring that the effective and efficient use of resources within the team, including staff capacity, is appropriately focussed on delivering agreed service and Council priorities and objectives.
- Ensuring that the designated team meets its obligations in terms of compliance with statutory requirements and the appropriate provision of information and data to internal partners and external agencies.
- Timely production of written reports, briefings and guidance as required by senior staff within the service and wider directorate. Assisting the Regulatory Service Manager to ensure that all statutory and non-statutory statistical returns are completed.
- Representing Trafford and Regulatory Services, as required by the Regulatory Services Managers, at a range of national, regional, internal, and external working groups, forums or events. This may include meetings, committees, court hearings, appeals and public meetings.
- Responding to complex and contentious enquiries, requests for information, and advice from both internal and external customers, positively promoting the service.
- Supporting the maintenance and development of good stakeholder relations with a range of internal and external partners and agencies. Playing a key role in fostering and developing effective cross team-working within the service.
- Providing regular and effective support to staff in terms of training and development, including performance appraisals as appropriate, managing sickness absence, recruitment and selection of staff, and matters relating to discipline, grievance, and competence.
- Assisting the Regulatory Services Manager in the proper management of any delegated budgets and ensuring adherence to the relevant financial systems and controls.
- Participating in the rota for the Regulatory Services Out of Hours contact list for dealing with emergency issues.
- Undertaking any other duties, commensurate with the job grade that may arise, as required.

About You

Qualifications and Professional Development

- A degree or diploma in Environmental Health recognised by the Chartered Institute of Environmental Health (CIEH)
- Evidence of continuous personal and professional development
- Willingness and commitment to complete Trafford's EPIC Manager Programme

Experience and Knowledge

- Substantial specialist knowledge and experience relevant to specific areas work (e.g. statutory nuisance, air quality, contaminated land, planning and licence application consultations)
- Substantial experience in team leadership and performance management within the specific fields of work
- Successful track record of working with public and private sector bodies and understanding the competing demands to prioritise incoming workload on a risk basis to secure compliance
- Experience of working in a range of multi-agency and partnership settings and interpreting complex regulatory requirements to achieve compliance across a wide range of disciplines
- Experience of dealing with members of the public
- Experience of financial management / monitoring of budgets
- Experience of undertaking investigation work and legal processes, preparing and presenting reports
- Experience of the relevant IT and packages (i.e. Microsoft) and the Civica (APP) software system
- Knowledge of local issues relating to Trafford borough and an awareness of the current strategic issues and challenges facing the specialist areas dealt with by the team and Regulatory Services in general

Skills and abilities

- Excellent communication skills (verbal and written) with the ability to communicate and present complex information effectively to a wide range of audience in a way that is clear and understandable to the recipient
- Strong interpersonal skills including negotiating, persuading, motivating, influencing and engaging with a wide range of audiences including Directors of large organisations, members, and senior leaders
- Ability to motivate staff and contribute towards effective team working in order to achieve service objectives
- Proactive and innovative approach to working with businesses and partners to secure positive outcomes

- Highly developed analytical and strategic thinking skills; able to investigate, analyse, interpret complex information, identify risks and opportunities, and formulate solutions
- Able to make sound judgements based on evidence and expertise, and able to make quick decisions using own initiative
- Excellent organisational and planning skills; able to plan, prioritise and manage workload over extended periods, producing accurate work to a high standard within deadlines
- Ability to remain focussed and work well under pressure

Special Conditions

- Car User / full driving license needed in connection with the duties required
- Willing and able to travel to and work at different sites across the borough of Trafford
- Unsocial hours/weekend work may be required

Date prepared/revised	Revised role profile – 22/02/2024
Prepared/revised by	S Whittaker / N Smith / C Hay / R Pollard
Job Evaluation	Re-evaluated 26/07/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.