**OLDHAM COUNCIL**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:**  | Assistant Environmental Health Manager – Neighbourhood Enforcement |

|  |  |  |  |
| --- | --- | --- | --- |
| **Directorate:**  | Place & Economic Growth | **Division/Section:**  | Environmental Management |
| **Grade:**  | 10 | **JE Reference:** | 11070 |

|  |
| --- |
| **Job Purpose** |
| To take responsibility for the day-to-day management, development and co-ordination of the delivery of an efficient, effective and comprehensive Neighbourhood Enforcement Team, in order to protect residents, businesses and environment within Oldham. To take responsibility for the delivery and financial management of the Selective Licensing scheme in the designated neighbourhoods and to be the lead contact for landlords and tenants enquiring about the scheme. To develop and facilitate close working relationships with Government and partner agencies, to deliver an effective and compliant service.  |
| **Key Tasks** |
| To plan, organise and control the delivery of the Selective Licensing scheme across the designated neighbourhoods ensuring compliance with relevant legislation and local licensing conditions. To manage the day to day workloads and allocation of tasks to the specialist team dedicated to the delivery of the scheme. To be responsible for the processing of applications for Selective Licensing and to make recommendations as to whether individual licenses should be approved. To review licenses where necessary in accordance with the requirements of the scheme and recommend action to the Environmental Health Manager where necessary. To manage the neighbourhood enforcement team and their workloads ensuring the correct legislation is utilised where appropriate and all service requests are dealt with professionally and within the set service standards. To report to the Environmental Health Manager and the Head of Service on the monitoring of the financial status of the selective licensing scheme throughout its implementation, including the management of income and expenditure of the scheme on a day to day basis. To be responsible for and monitor any available budgets and assist the Environmental Health Manager in monitoring budget activity across the service. Identify opportunities for income generation, including preparing and submitting bids for external funding and where successful, ensure delivery of the successful bid and provide regular performance monitoring and budget reports for internal and external stakeholders.To be responsible for the developing and co-ordinating of partnership activity to assist the delivery of the Selective Licensing scheme including the utilisation of the Neighbourhood Forums. To be responsible for the development and ongoing maintenance of a bespoke landlords website and to establish and deliver a quarterly landlords forum specifically targeted at licensed landlords. To promote the principles of the Selective Licensing scheme to private rented sector landlords owners and agents in the designated areas and to publicise the scheme to all interested parties and the general public.  To carry out and facilitate the technical inspection of privately rented properties within the Selective Licensing scheme and as part of responding to service requests with reference to the Housing Health and Safety Rating System.To develop and implement appropriate operational procedures to ensure consistent and high quality service delivery, ensuring key tasks and performance indicators are achieved.Undertake operational duties in relation to the officer’s allocated specialisms in support of the officers delivering the service.To monitor/manage annual leave, expenses and training requests as well as implementing the Council’s sickness policy, including carrying out sickness absence review meetings, preparing files for and attending absence hearings. To assist in the appointment, training, developing and counselling of staff. To be responsible for the carrying out of one to ones, appraisals and performance review where appropriate. To manage poor performance in accordance with Council and HR policies and where necessary prepare files for disciplinary hearings and attend hearings where necessary. Contribute to the development and implementation of quality management systems to ensure that the team are delivering a consistent service and effective service that is quality driven, responsive to both private landlords and tenants effective and efficient in operation and provided in accordance with the Council’s Customer Care Policy.Prepare reports and attend formal meetings such as Neighbourhood forums and formal licensing panels. Represent the Council at inter-authority and regional level meetings relating to specialist issues. Liaise with national agencies and partners ensuring a holistic approach to wider issues such as modern slavery, illegal workers, sexual exploitation and organised crime. Ensure the efficient and effective response to all complaints/service requests/other notifications relevant to the Neighbourhood Enforcement function and Selective Licensing scheme.To provide specialist support and supervision to officers within the team, having oversight of complex investigations and ensuring correct interpretation of complex legislation including methods to resolve issues and effective guidance. To oversee the use of enforcement sanctions and other activity and intervention by officers within the team so as to ensure the service is responding consistently and appropriately in a given situation and that such action is in accordance with the Council’s Enforcement Policy and ensuring the full and appropriate use of the range of enforcement options. To be responsible for the authorisation of the use of emergency powers by officers, for example the prohibition of a property. Prepare evidence and prosecution case files for consideration where appropriate and attend court where necessary giving evidence as required.Keeping abreast of proposed new environmental health and associated legislation ensuring that any such issues are appropriately prepared for and implemented, including reporting to senior leadership where necessary. To take a lead role in identifying opportunities and implementing changes to develop and improve the teams quality of service delivery and outcomes including making the best use of IT systems. To respond to Freedom of Information, Subject Access and Environmental Information Regulations requests in accordance with Data Protection Regulations, and service standards. To deputise in the absence of the Environmental Health Manager for matters relating to the specialisms |

|  |
| --- |
| **Standard Duties:** |

|  |  |
| --- | --- |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.  |
| 5. | Undertake any additional duties commensurate with the level of the post. |

|  |
| --- |
| Contacts: Other Council staffPrivate Landlords, letting agents and their representatives. Representatives of various outside bodies and agencies.Elected representatives.Members of the public. |

|  |
| --- |
| Relationship To Other Posts in the Department: |

|  |  |
| --- | --- |
| **Responsible to:**  | Environmental Health Manager  |
| **Responsible for:** | Senior Environmental Health Officers, Technical Officer and appropriate apprenticeship roles and Business support |

|  |
| --- |
| **Special Conditions:** None |

|  |
| --- |
| **Values and Behaviours:** |
| We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:* Fairness - We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved.
* Openness - We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.
* Responsibility - We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.
* Working together - We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.
* Accountability - We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders.
* Respect - We recognise and welcome different views and treat each other with dignity and respect.
* Democracy - We believe and act within the principles of democracy and promote these across the borough.
 |
| Internally we have translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.* Work with a Resident Focus
* Support Local Leaders
* Committed to the Borough
* Take Ownership and Drive Change
* Deliver High Performance

More information around our Values and Behaviours can be found on our Greater.Jobs pages. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **DATE** | **NAME** | **POST TITLE** |
| Prepared | 12th February 2015 | Samantha Jackson/Neil Crabtree | Principal Officer- Neighbourhood EnforcementHead of Public Protection |
| Reviewed | 19th May 2016 | Neil Crabtree  | Head of Public Protection  |
| Reviewed | 22nd Nov 2023 | Neil Crabtree | Head of Public Protection  |

**OLDHAM COUNCIL**

**PERSON SPECIFICATION**

**Job Title:** Assistant Environmental Health Manager – Neighbourhood Enforcement

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Selection criteria** **(Essential)** | **Selection criteria** **(Desirable)** | **How Assessed** |
| Education & Qualifications | Recognised environmental health or trading standards qualification or relevant science based degree Level 3 Management Diploma or equivalent qualification.  | Post graduate qualification(or working towards such qualification) specifically related to either Public Protection Health or management.  | AF |
| **Experience** | At least 5 years experience of working at a senior level in a local authority Public Protection service. At least 5 years experience in managing staff and the equivalent budgets.Significant experience in managing sickness and performance, carrying out appraisals, one to ones, investigating disciplinary matters and preparation of files for hearings. Significant experience in compiling statistical information and producing subsequent reports for annual government returns, including for the Department for Environment, Food & Rural Affairs. Significant experience in compiling information in response to Freedom of Information Requests, Subject Access Requests and Environmental Information Regulations in accordance with data protection and other relevant legislation. Experience in dealing with corporate complaints and in investigating matters reported to the service Experience of dealing with complex legal cases and advising staff. Represent the Council at Court, such as attending Magistrates Court, Crown Court and/or Coroners Court. Experience of report writing at departmental/interdepartmental level and ability to produce effective letters to internal & external recipients at all levelsExperience applying for funding and managing budgets. |  | AF / IAF / IAF / I |
| **Skills & Abilities** | Communication skills both verbal and written to write, implement and monitor policies and procedures Interpersonal skills to lead, influence, persuade and change behaviour in others to meet corporate and service objectives Leadership skills to ensure teams are effective and performance managedAbility to manage a varied workload utilising self-organising skillsAbility to analyse complex data/events and draw conclusionsAbility to prioritise work and meet tight deadlinesEffective IT skills for the management of service delivery. Ability to develop work instructions and implement operational procedures to ensure consistent and high-quality service delivery in line with the Council’s corporate plan. Ability to work effectively within a team and contribute to team decision making and achievements of objectives. Ability and confidence to deputise in the absence of the Environmental Health Manager.Ability to prepare bids for external funding from different stakeholders. Ability to work with internal and external stakeholders to shape service delivery.  | Identifying talent, mentoring coaching and supporting apprentice/trainee.  | AF / IAF / IAF / IAF / IAF / IAF / IAF / IAF / IAF / I |
| **Knowledge** | Knowledge of criminal law practice and procedures and its implementation. Knowledge of human rights requirements including how to ensure integrity in the criminal justice systemKnowledge of equalities and diversity issuesKnowledge of all relevant environmental health legislation, recent court cases, new and emerging legislation and relevant codes of practices. Knowledge of data protection and freedom of information legislation.  |  | AF / IAF / IAF / I |
| Work Circumstances | Required to work unsociable hours, especially in emergency situations, for example the emergency closure of a propertyFull Driving Licence |  | InterviewInterview |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

**NB. - Any candidate that meets the criteria of our** [**Guaranteed Assessment Scheme**](https://greater.jobs/content/13405/greater-manchester-guaranteed-assessment-scheme) **and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).**

**Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.**