

## Role profile

<b>Job Title:</b>	Food, Safety & Licensing Manager	<b>Grade:</b>	17
<b>Department:</b>	Environmental Health & Trading Standards	<b>Post no.:</b>	57304
<b>Directorate:</b>	Housing & Environment	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Head of Environmental Health and Trading Standards
<b>Direct reports:</b>	4 team leaders
<b>Indirect reports:</b>	40 officers and additional contractors, consultants and agency staff

## Job description

### Purpose of role

- To have management ownership and responsibility for a range of various major functions including the council's food, workplace safety and licensing teams.
- To act as a technical expert in the fields of food & hygiene safety, health and safety at work and licensing, ensuring the Council executes its statutory responsibility in these areas, always acts lawfully and applies powers and decision making which can have major implications, wherever appropriate to protect Ealing residents.
- To provide leadership, direction and management to multi-disciplinary and specialist teams to ensure the delivery of results and outcomes, supported by rigorous governance and management arrangements.
- To drive performance and oversee function related projects in accordance with expectations, maximising effectiveness, value for money, reducing costs whilst ensuring the delivery of statutory responsibilities.
- To ensure a commercial approach to the management of services, contractors and suppliers.
- To deliver continuous improvement, innovation and development of services in response to new legislation and market trends, drawing on best practice, emerging diverse techniques and approaches which can have extensive and policy and service implications.

- To work alongside the head of service to provide clear, impartial advice to the Council's Strategic leadership team, Leader, Portfolio Holders and Cabinet in all matters relating to the teams' functions as required.

### **Key accountabilities**

- The role will carry out work of a complex nature often dealing with complex, contentious and changing situations, with the head of service to lead, motivate, manage, and oversee the food, safety and licensing teams and look for opportunities to improve services and performance through new ways of working.
- To assume operational responsibility for front-line services to ensure these have clear and visible management at all times and on behalf of the organisation make decisions which have a major impact on service provision, the public or other organisation's or business' services and ensure the delivery of statutory responsibilities and powers relevant to food, safety and licensing, other mandated services and application of enforcement powers are delivered lawfully and as set out via legislative requirements
- To occasionally carry out tasks in environment where there is substantial personal risk such as attendance to a workplace where a fatality has occurred to oversee an investigation or to public meetings regarding contentious or emotive matters and also to ensure staff within the service who might also exposed to those risks are subject to appropriate workplace safety measures.
- To lead on, quality assure and take technical oversight of all enforcement approaches within food, safety and licensing, giving appropriate consideration to financial and reputational risk associated with the application of powers and the risk of legal challenge.
- To exemplify the values and behaviours supported by the Council including valuing diversity, within and outside the organisation, work collaboratively across the Council teams with a 'One Council' approach and lead on all aspects of people management to create high performing teams through effective management of people providing motivation, support and development and performance management.
- To lead on partnership approaches with both internal and external agencies such as the Met Police, LFB, UKBA and DLUHC, organising and leading joint operational work, partnership meetings and shared areas of priority.
- To oversee the delivery and performance of food, safety and licensing with a focus on robust financial management and budgetary control, project management and service performance in accordance with the Councils policies and procedures.
- To develop and implement food, safety and licensing service plans, taking a lead role on engaging members, senior officers and General Purposes

Committee to ensure engagement and political and senior leadership understanding and support.

- To take responsibility for the maintenance, care and evidential security of a range of resources and items of value including the service's vehicles, evidential storage units and items within with substantial cash value (in excess of £1 million) and items seized or detained and equipment or premises legislatively taken under the Council's control.
- To support the head of service to provide the council's Councillors and Cabinet (portfolio) members with professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions and enabling the effective scrutiny of services and decisions.
- To act as the Council ambassador with appropriate stakeholders and present progress reports on emerging findings to inform governance boards, the Council's SLT, members of the Council's Cabinet enabling evidenced based and informed decision making.

#### **Key performance indicators**

- Departmental performance indicators including indicators relating to enforcement outcomes, inspection delivery, financial monitoring and achievement of service plan objectives.
- Key major project measures and benefits realised.
- Resident and customer satisfaction levels.
- Effective budget management within financial forecasts and limits.

#### **Key relationships (internal and external)**

- Chief Executive, Strategic Directors, Ealing Directors Group, Cabinet / portfolio holders , Scrutiny Committees / panels and elected Members.
- Assistant Directors and Service Heads across the Council.
- External organisations within the borough including the Met Police, and LFB and other professional bodies.
- Central Government Departments, London Mayors Office, West London Alliance, GLA, Housing associations and other local authorities.
- Suppliers and contractors.
- External consultants and technical advisors.

#### **Authority level**

- Policy: Oversight of key Council policies within service area
- People: Approximate directly employed 40 and additional contractors, consultants and agency staff
- Financial: This post will be delegated some responsibility of monitoring the budget outcomes and forecasting. Overall responsibility for budget management sits with the head of service.
- Contractual: A range of agency staff, contracting, surveying, compliance and inspection contracts and procurements.

- Resources: Maintenance, care and evidential security of a range of resources and items of value including the service's vehicles, evidential storage units and items within with substantial cash value (in excess of £1 million) and items seized or detained and equipment or premises legislatively taken under the Council's control.

## **Person specification**

### **Essential knowledge, skills and abilities**

1. Ability to work in collaboration and partnership with Councillors, colleagues, internal services and external bodies such as voluntary groups, external service providers, private sector partners and government agencies to deliver continuous improvement, innovation and development of services in response to new legislation and market trends, drawing on best practice, emerging diverse techniques and approaches which can have extensive and policy and service implications.
2. Ability to prioritise, make decisions and provide leadership for staff, including the establishment and maintenance of a performance management culture within, that supports continuous service improvement and outcomes for residents.
3. Ability to exercise prudent judgment within constrained time-scales and resources in the light of competing pressures and experience of managing complex budgets including monitoring forecasts, making adjustments to deal with any potential over or underspends and ensuring they comply with restrictions.
4. Knowledge, expertise and a proven track record of service delivery, enforcement action and other legal mechanisms and making decisions which may have a major impact on service provision, the public or other organisations or businesses.
5. Demonstrates an excellent practical understanding of current best practice in delivering frontline customer services within their area of expertise and evidence of experiential knowledge and understanding of the operational issues that may impact on the delivery of Services.
6. Knowledge of innovative approaches to sustainably enable and engage stakeholders and the ability to apply these approaches to create active citizens working alongside the council to deliver outcomes.
7. Demonstrates a political acumen and the ability to provide responsive, impartial technical advice to Councillors, Scrutiny Committees & panels, Cabinet (Portfolio) members, MPs.
8. Ability to motivate, enthuse and mentor individuals and teams and create a trusting positive culture.

9. Understanding of equality and inclusion challenges and how to address them within service delivery and the workforce.
10. Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches. Evidence of influencing and negotiating skills with the ability to influence decisions.

### **Essential qualification(s) and experience**

1. Substantial experience of managing a statutory and regulatory service at a level appropriate to the role with a high level of customer interaction in a complex and or similar organisation.
2. Experience of enforcement, legal action, court proceedings and prosecutions.
3. Experience of managing a service through change while maintaining high levels of performance and work.
4. Experience of working in an agile environment, anticipating and adapting to changes as a result of regulatory reforms, legislation and government guidance.
5. A strong track record in driving performance standards and delivering service improvements with clear outcomes for customers.
6. A proven track record of effective resource management, making efficiencies and commercial skills.
7. Experience of managing complex IT systems and identifying where technology can improve efficiencies.
8. Experience in developing policies, providing advice and implementation to senior Managers.
9. A proven track record of success in managing diversity issues.
10. An Environmental Health degree, or fully equivalent appropriate professional qualification and experience appropriate to the role.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>