

Job Profile Information: Business and Consumer Services Manager

This supplementary information for Business and Consumer Services Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 5 Zone 1 and Camden Way Category 4

Role Purpose:

- Ensure delivery of a responsive, outcome focused and cost effective Environmental Health, Business and Consumer Service with direct responsibility for management and performance improvement of Health and Safety and Licensing, Trading Standards, Coroner's and Mortuary Teams.
- The post holder will be self-motivated and committed to lead, manage and drive improvement, delivering to performance measures and legal requirements.
- Lead on business intelligence, performance monitoring and data analysis to drive service improvements and service planning across the four teams. You should be able to present performance data in an easy to understand format with commentary.
- Jointly work with Principal Officers and partners such as Contact Camden to improve services and data ensuring there are key performance indicators in place for each team to monitor and improve.
- Ensure there are up to date service level agreements where other services deliver on behalf of the service.
- Lead on customer focus by challenging service delivery, recognising good performance and ensure that lessons are learnt and incorporated through complaints and members enquiries received.
- Responsible for managing, developing and delivering specific and cross-service projects, policy, research on areas of expertise and/or functional activity relevant to the Business and Consumer Services Team.
- Manage and develop officers within the service ensuring that staff are competent and qualified in accordance with regulatory and legislative requirements and this is evidenced with continuous professional development. Collate training needs and co-ordinate delivery contributing to the service training plan. Gather feedback on staff performance contributing to performance conversations and service development. To be responsible for recruitment and induction of new recruits over the three teams.
- Exercise budget management responsibility of relevant cost centres and associated budgets across the three teams effectively and work with the Head of Service to provide financial reports. You will be responsible for meeting income targets specified.
- Lead on working with teams to ensure that guidance and information is updated and simplified on Camden's website and the services contribute to Camden's Open Data Platform.
- Work with Principal Officers to ensure that procedures are simplified and updated including statutory or regulatory requirements.
- To provide objective overview across the Health and Safety and Licensing, Trading Standards, Coroner's and Mortuary service functions and link with other teams to identify smarter ways of working.

- The post holder will lead on developing and maintaining a cooperative working culture with businesses and residents by minimising formal regulatory interventions and exploring innovative joint working.

Example outcomes or objectives that this role will deliver:

- Manage permanent and temporary post holders. Some fixed term posts have external funding to deliver temporary projects or provide an additional resource for case investigation.
- Work with Principal Officers to allocate work across teams. The Health and Safety and Licensing Principal Officer will allocate day to day service requests as will the Principal Trading Standards Officer.
- Lead on developing and maintaining a vision for quality and continuous service delivery improvements and associated culture with a strong focus on customer service and outcomes.
- Work with Principal Officers to co-ordinate performance of the teams, ensuring that statutory returns and performance monitoring/annual reporting is completed and submitted within identified timelines and signed off.
- Lead on creating and updating service level agreements (SLAs) where other services contribute to service delivery such as Contact Camden, Business Support and Committee Services ensuring that statutory requirements are adhered to and performance measures included.
- Monitor performance regularly and review SLAs annually reporting back on progress.
- Review and update charges and fees annually to incorporate inflation and reflect any increased cost of delivery.
- Contract manage and review performance on contracted out services continually assessing quality and value for money and propose contract variations as appropriate.
- Lead on the coordination of team functions, ensuring that service decisions and responses comply with relevant legislation, policies and guidance. Provide support and advice to officers, councillors and stakeholders on the broad range of the services work areas.
- Work with Principal Officers to keep abreast of relevant new and draft legislation, advice and other developments relevant to the post. Track tribunal and court decisions and note case law that will affect the duties of the teams and communicate this effectively to ensure compliancy and contribute to service planning.
- Review existing team processes, procedures and guidance regularly to ensure they are still relevant and update to meet statutory, regulatory or case law requirements. Any changes will require dialogue with other services affected before changes are implemented.
- Shadow staff including those who are contracted internally or externally to provide service delivery functions to understand how the service operates in practice to enable identification of improvements and recognition of good performance.
- Lead on performance reporting across the teams, including identification and development of outcome and improvement focused indicators.

- Initiate and propose service improvements and manage new service developments in line with Camden procurement guidance, as appropriate.
- Lead on the identification, design and delivery of projects that improve the service response to reduce risks and impact of non-compliance with legislation on the community.
- Lead, coordinate and oversee interventions to improve IT systems, rationalise systems and improve business intelligence across the teams, creating automated systems and reducing the use of paper records.
- Prepare and present reports on the work of the team to the Head of Environmental Health, Business and Consumer Services, Members and relevant Council bodies, ensuring that relevant officers and departments are consulted and that comments are incorporated and decisions are implemented within identified timescales. Work with the Principal Officers to provide statutory returns and performance monitoring reports.
- Responsibility for ensuring timely responses to Member and MP enquiries received by the service.
- Ensure that there are safe systems of working in place and observed especially where staff visit premises alone.
- Lead on business continuity for Business and Consumer Services including responsibility for maintaining service emergency response plans.
- Continuous strategic planning and evaluation of Health and Safety, Licensing, Trading Standards, Coroner's and Mortuary services including coordination and contributing to an effective service plan working jointly with the Head of Service and the Environmental Health Manager.
- Provide advice and assistance to householders and businesses.
- Provide cover and/or deputise for the Head of Service as required.
- Any other duties as required.

People Management Responsibilities:

The post holder will provide line management to permanent post holders and some non-permanent staff to deliver temporary resource support to projects such as Trading Standards. Will manage issues including but not limited to development, performance, annual leave and sickness management. The post holder may also be required to provide line management support for apprentices.

Relationships:

Reports to the Head of Environmental Health, Business and Consumer Services. Work with Principal Officers to ensure a coordinated service delivery and build relationships with colleagues.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Residents
- Local and national businesses/representatives
- Cabinet members and ward councillors
- Contact Camden and Business Support
- Directorates and services across the Council
- Government departments and other local authorities, especially the Greater London Authority and
- Government agencies including Environment Agency, Public Health England, Trading Standards Institute, Advertising Standards Authority, Citizens Advice Consumer Direct and Health and Safety Executive.
- Local community groups
- Police

Work Environment:

- Based in our offices at 5 Pancras Square with the occasional need to attend external meetings and shadow staff out on site or in other Council buildings. The post will be required to attend evening meetings, or other out of hours events on occasion for which reasonable notice will usually be given.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Technical Knowledge and Experience:

- **Essential:** Knowledge, understanding and/or experience of management and service improvement to deliver service objectives.
- **Essential:** Experience of responsibility for a defined service area or outcome and delivery in a high quality effective manner.
- **Essential:** Experience or understanding of managing sensitive intelligence and information securely.
- **Essential:** Experience or understanding of budget management and income maximisation.

- **Essential:** Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.
- **Essential:** Have a good knowledge/understanding of the relevant legislative framework and regulations for Health and Safety, Licensing, Trading Standards and Consumer Protection, Coroner's and Mortuary in order to:
 - Lead on Identification and delivery of innovative improvements in service delivery.
 - Prepare and write clear reports and documentation relevant to legislation.
 - Effectively monitor and prepare reports on the effectiveness of all teams across the service.
- Desirable: hold a recognised management qualification.
- Desirable: hold a BSc/MSc or Diploma in Environmental Health and hold the EHRB Certificate of Registration/Diploma in Environmental Health or a Diploma in Consumer Affairs and Trading Standards.
- Desirable: Experience of applying knowledge of legislation and regulatory requirements to casework delivery.
- A high degree of political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Proven ability to identify and deliver major service improvements and adapt plans in response to change.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Demonstrate diagnostic complex problem solving skills.
- Demonstrate your involvement in managing, organising and coordinating cross-service projects, and identify how this has led to a successful outcome.
- Demonstrate ability to lead on data management including retrieval and preparation of data for government and/or local performance reports.
- Have excellent IT skills including manipulation of data using Microsoft Excel and/or other suitable software for data analysis.
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure