

SERVICE MANAGER



PLYMOUTH
CITY COUNCIL

Role Profile

Title	Service Manager	
Grade	GRADE J	
Reference:	N195	
Reports to:	Consultant in Public Health	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Operational Leader	
Primary purpose of role	<p>To develop and implement strategy, policy and to lead multi-disciplinary professional officers across ODPH to protect public health through the enforcement of legislation or direct delivery of services.</p> <p>Service Mangers are the professional and technical experts for their subjects within the Council.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <p>Financial (10%)</p> <ul style="list-style-type: none"> ▪ Maximise income opportunities. ▪ Shared responsibility with other Service Managers for the £1.86m expenditure and £1.0m income budget. <p>Human resources (10%)</p> <ul style="list-style-type: none"> ▪ Maintain and develop a competent and capable workforce. ▪ Manage the allocation of resources across the service. <p>Leadership and Management (40%)</p> <ul style="list-style-type: none"> ▪ Responsible for the development and implementation of strategic plans, policies, programmes and projects. ▪ Formulation and review of effective procedures, work programs and performance targets. ▪ Identify, pilot develop and implement new ways of service delivery and the achievement of unit and corporate objectives. 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Maximise income to agreed targets. ▪ Maintain balanced budgets. ▪ Develop and maintain competent and capable workforce. ▪ Develop and implement strategic plans, policy and procedures. ▪ Develop and implement work plans. ▪ Initiate, develop and maintain partnerships with stakeholders and agencies. ▪ Develops and maintains management information systems.

	<p>Operational (40%)</p> <ul style="list-style-type: none"> ▪ Lead, control, monitor and appraise programmes of work, including the management of criminal investigations. ▪ Ensures that strategic relationships with internal and external partners and stakeholders are effectively developed, managed and maintained. <p>Prepare reports, attend Cabinet, Committee or Scrutiny panel meetings and represent Plymouth City Council on working groups and at local, regional or national liaison meetings.</p>	
<p>Key activities</p>	<ul style="list-style-type: none"> ▪ Utilise effective leadership, motivation and behavioural change strategies and communication skills to manage a diverse team, identify and seek to influence a range of public and voluntary sector organisations, multinational private sector companies and liaise with a vast range of agencies and government departments. (20%) ▪ To prioritise, plan, coordinate and deliver programmes of work across MDTs and assist in the production of the ODPH Business Plan. (10%) ▪ Effectively priorities work programmes and the allocation of resources by: <ul style="list-style-type: none"> ○ Identification, collection and analyse of intelligence and evidence ○ Identify and interpret internal and external factors / influences / demands ○ Identification, pilot development and implementation of new ways of innovative service delivery. Identify and develop unique plans to overcome public health problems and reduce inequalities ○ Allocate and direct resources based on need and outcome maximisation utilising a range of prevention and enforcement interventions. (20%) ▪ Delivers all services economically, efficiently and effectively, including the management of budgets. Identifies and manages opportunities for commercialisation and income generation. Services will comply with all legal duties appropriate to the service. (10%) ▪ Develop and implement strategies, policy's and plans necessary to meet statutory requirements and service objectives. Manage the democratic process and represent ODPH to achieve Cabinet or City Council adoption. (10%) ▪ Act as the professional and technical experts for their subjects within the Council and be the nominated statutory officer, e.g. Chief Inspector of Weights and Measure, Port Health Officer. (5%) 	

	<ul style="list-style-type: none"> ▪ Advise and guide staff on technical matters and complex cases. Manage and conduct complex criminal investigations and maintain compliance with criminal procedure legislation. Implement and manage complex changes to legislation. Exercise knowledge and experience when determination courses of action in cases where significant latitude and discretion exists, e.g. prosecutions, authorisation for covert surveillance. (15%) ▪ Undertake and maintain a duty Public Protection call out service and participate in any out of hours emergency response to local or national major incidents. (5%) ▪ Maintain a competent and capable staffing resource, through the application of HR policy. (5%) ▪ The post holder will be expected to work out of hours and carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree in Environmental Health & EHORB registered. OR Diploma in Trading Standards or equivalent. ▪ Extensive knowledge of working in a relevant Local Authority law enforcement role and/or licensing ▪ Broad range of relevant post graduate qualifications
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Post graduate management and leadership qualifications
Essential experience	<ul style="list-style-type: none"> ▪ Experience of deploying a wide range of compliance techniques including information, advice, education, sampling, inspection and investigations, legal processes including the appraisal of evidence and the presentation of cases in court ▪ Experience of in-depth, protracted and complex investigations and of leading a team conducting investigations ▪ Experience in effectively managing large groups of staff from differing professional backgrounds ▪ Experience of writing, implementing and of updating strategies, policies, procedures ▪ Understanding of the current issues affecting local authority regulation and enforcement ▪ Experience of writing health and safety risk assessments ▪ Experience of performance management and the delivery of high levels of customer satisfaction ▪ Proven ability to design and implement innovative and creative solutions to problems ▪ Proven experience of preparing, managing and monitoring budgets, setting fees and charges and achieving efficiencies.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of commercialisation and income generation.
Essential skills	<ul style="list-style-type: none"> ▪ Judgement and analytical skills to interpret changes in the regulatory environment and solve complex and contentious problems. ▪ Planning, organisational and management skills to prioritise, plan, control and coordinate the actions of the unit, including coordinating a wide range of functions and partners. The post holder produces unit service plans,

	<p>including annual budget planning and assists in the production of the ODPH Business Plan.</p> <ul style="list-style-type: none"> ▪ Highly developed leadership and communication skills are necessary to manage a diverse team, identify and seek to influence a range of public, private and voluntary sector organisations and liaise with a vast range of agencies. ▪ Ability to work under pressure and manage conflicting demands and interruptions.
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	