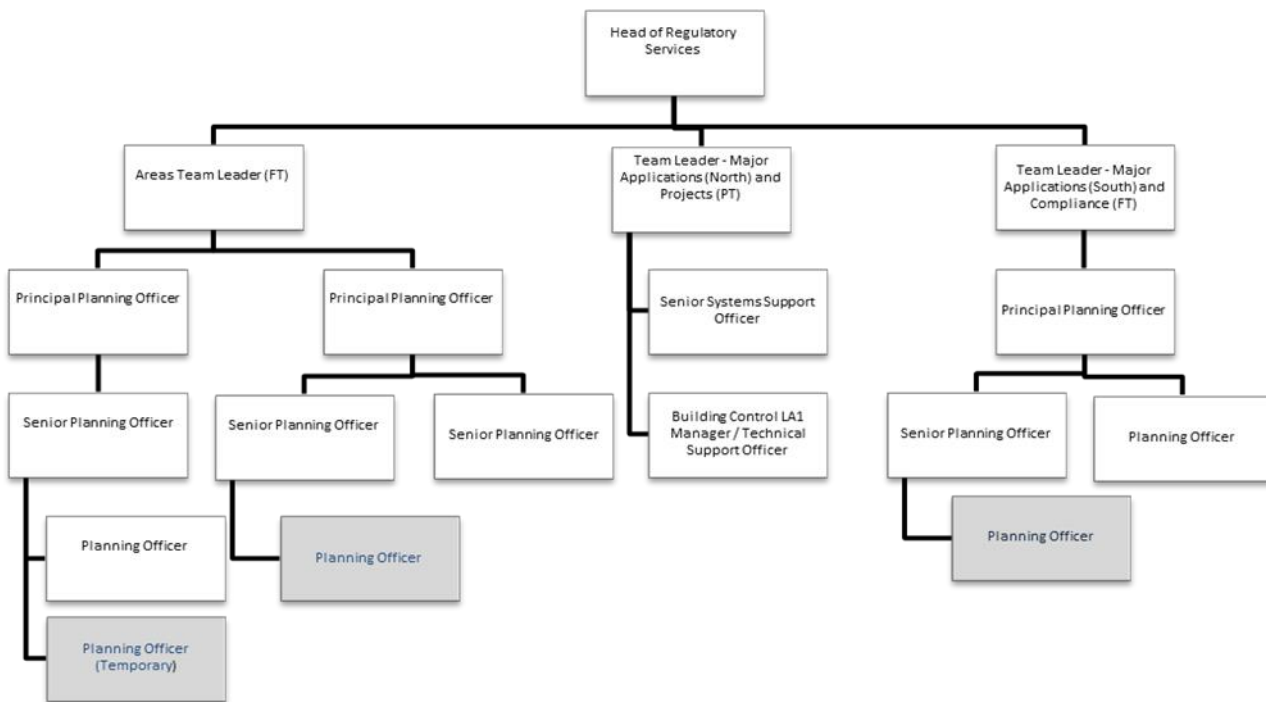


Job Description

| | | | |
|-------------------------------------|--|-----------------|----------------|
| Job Title: | LA1 Manager | | JE Ref: |
| Post Number: | | | |
| Service/ Department: | Regulatory Services | Section: | LA1 |
| Salary band: | P0 1-4 | | |
| Location: | Any such place of employment within the remit of LA1 as may be required. This will normally be based at Three Rivers House, Rickmansworth. | | |
| Hours per week: | 37 hours per week. The post holder is expected to work the hours required to meet the demands of the role. | | |
| Driving licence requirement: | The post holder will be required to travel to locations across Hertfordshire. | | |
| Payment Allowance: | Inner Fringe Weighting allowance. | | |
| Responsible to: | Team Leader (Regulatory Services) | | |
| Responsible for: | All staff within LA1 | | |

PLACE IN ORGANISATION CHART:



Purpose of Role:

The principal objectives of this post are to be responsible for:

- The operational management of LA1, including liaison with the participating authorities at TRDC and those of the Local Authorities within the partnership.
- Acting as 'contract manager' for the SLA with Hertfordshire Building Control Limited in order to ensure the satisfactory delivery of Building Control services on behalf of the participating authorities.
- To ensure that a customer service function is provided that can respond both to customer enquiries and complaints in a timely and efficient manner.

General Accountabilities:

To ensure LA1 delivers a high quality service.

- To meet and manage personal performance, targets, and contribute to team and service targets through personal endeavour and team working.
- To identify opportunities to improve customer service, deliver efficiencies and respond to legislative changes, and contribute to the development and implementation of service improvement projects.
- To assist with the preparation of service plans.
- To contribute to effective financial management through the responsible use of resources, ensuring that relevant fees and charges are collected, and that charges are placed on land where necessary.
- To represent LA1 in meetings with partner organisations and stakeholders as considered appropriate.
- To undertake professional development as appropriate, to ensure that knowledge and performance standards are maintained and developed.
- To support other team members through coaching and mentoring as appropriate

Key Accountabilities:

- To be responsible for all operational aspects of LA1, ensuring that they accord with legislation, the objectives of the combined Hertfordshire Building Control service, performance management systems and approved budgets.
- To establish and operate a set of performance measures that will allow the ongoing evaluation and assessment of conformance by Hertfordshire Building Control Limited with the requirements of the Service Level Agreement.
- To ensure that all Completion Certificates submitted by Hertfordshire Building Control Limited are authorised on behalf of the Head of Service (Regulatory Services) and made available in a timely manner for despatch to the relevant clients.
- To ensure that appropriate systems are implemented to manage the follow-up to actions taken by Hertfordshire Building Control Limited in relation to dangerous structures. This will include communication with property owners, recovery of any costs incurred by Hertfordshire Building Control Limited and liaison with finance teams in the participating authorities.
- To ensure that appropriate systems are implemented to control demolitions and related activities to protect the public and to preserve public amenity.
- To ensure that appropriate systems are implemented to enable the preparation of cases for appeals, injunctions and court hearings and to ensure that appropriately qualified professionals appear as expert witnesses.
- To ensure the appropriate investigation of breaches of statutory controls including the collation of

evidence, preparation of written cases, serving of notices and appearance in court as an expert witness as necessary.

- To be responsible for all aspects of performance management of LA1, ensuring the successful delivery of targets set by the Team Leader (Regulatory Services) and/or Head of Regulatory Services.
- To ensure continuous improvement and efficiency and champion the highest standards of behaviour and professionalism.
- Line management of all employees (permanent, temporary, seconded and agency) within LA1.
- To ensure that a resilient, consistent and continuous level of service is provided by the TRDC Customer Service Centre during planned and unplanned absences of the LA1 Technical/Admin Officer(s).
- To oversee all aspects of workforce management, including recruitment, development, training, performance and discipline.
- The management of financial resources in accordance with LA1's policies and procedures, budget system and constitution.
- To ensure all decisions taken and processes carried out are lawful and that relevant legislative requirements are acted upon appropriately.
- To ensure the effective implementation of relevant legislative changes as they affect LA1.
- Responsibility for, in conjunction with the Team Leader (Regulatory Services), shaping the future direction of LA1 and ensuring that strategic objectives are met.
- Chair regular contract management meetings and provide regular performance reports to the Councils within the partnership.
- To successfully manage change within LA1 and build and maintain an enthusiastic and committed team.
- To communicate and champion the values of the combined Hertfordshire Building Control service, professional behaviours and priorities to employees, partners and the public.
- To ensure compliance with all policies and procedures, with particular reference to the Health and Safety, Equal Opportunities and Communication policies.
- To investigate complaints made in relation to the service provided by LA1, or against members of staff under the management of the post holder, and to work in coordination with the Team Leader (Regulatory Services) to ensure that such complaints are appropriately responded to in a timely manner.
- To support both internal and external auditors when LA1 is participating in audit proceedings and to ensure that all audit recommendations are completed in a timely manner.
- The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder.

Key Relationships:

- Officers within LA1 and within the wider department
- Hertfordshire Building Control Limited Managers and surveyors
- Residents and stakeholders
- Other council departments

- Elected Members
- Fire & Rescue Services
- Statutory agencies
- Government bodies and other external organisations.

PERSON SPECIFICATION

This section presents the knowledge, skills, experience, personal qualities and qualifications that are considered essential for a person being deployed to this role.

Knowledge and skills:

- Degree level qualification and qualification in contract management or equivalent experience
- Excellent technical knowledge and significant experience in contract management in either a Building Control, built development or related field
- Proven project and financial management skills
- Proven ability to lead and manage a team and manage conflicting work pressures in an increasingly pressurised environment and still deliver on projects or services to agreed deadlines.
- An in-depth knowledge and experience in a managerial capacity within a complex organisation, including the ability to develop and improve contracts from conception to writing reports, implementation and monitoring contracts.
- Ability to produce high quality written reports and correspondence with logical and reasoned analysis and recommendation
- Excellent communication skills with the ability to communicate effectively on potentially complex and contentious matters both internally and with external partners.
- Excellent negotiation and partnership working skills demonstrating a willingness to address conflicting issues and seek solutions.
- Ability to build relationship with Hertfordshire Building Control and its Officers whilst maintaining professional objectivity ensuring that the interests of the Council's within the partnership are met
- Ability to critically review and analyse the performance of Hertfordshire Building Control against service specifications and constructively challenge performance issues
- A sound understanding of operating within a political environment
- Full current UK driving licence and access to own vehicle

Experience:

- Experience of directly managing contracts and/or Service Level Agreements
- Experience of supervising or line managing junior level staff.
- Experience of communicating with a wide range of people from varied personal and professional backgrounds, both orally and in writing
- Experience of addressing performance issues within a contract
- Experience of proactively reviewing contract monitoring practices and initiating new systems and processes to meet the changing needs of the business
- Experience of applying analytical skills to problem solving, monitoring, evaluation and development
- Experience of chairing and leading meetings and presentations
- Experience of using financial processes and operating within financial regulations
- Experience of local authority procedures
- Experience of working in a high volume, high pressure environment

ICT/ technological aptitude

High level of IT literacy with good knowledge of Microsoft Office, various data and software applications and web based applications and familiar with the use of spreadsheets and other data processes to an excellent degree of self-sufficiency for the production of reports/documents/presentations or similar.

Personal Qualities:

- Resilient under pressure
- Ability to manage mixed caseload.
- Good communication skills, both verbally and in writing.
- Ability to work effectively independently and as a member of a team.
- Ability to provide effective supportive supervision.
- A self-motivator, with an ability to manage and prioritise own workload.
- Flexibility to provide section cover as necessary and to attend out of hours meetings if required.
- A willingness to continually develop to meet the changing needs of the role
- A willingness to proactively carry out a range of management instructions and requests and respond to unscheduled changes requiring tight timeframes.
- A positive and cooperative attitude
- Ability to exercise tact and discretion and build good working relationships

| How we work | | |
|--|---------------------------------------|--|
| <p>This is our generic behaviours and attitudes framework against which our performance is measured</p> <p>(For full detail see the How we Work framework)</p> | | |
| Clusters | Key Themes | Level needed* (1 – 4) *See guidance below |
| We deliver results | Manage performance | 3 |
| | Manage resources | 3 |
| | Manage change | 3 |
| We set an example | Fairness | 3 |
| | Integrity | 3 |
| | Accountability | 3 |
| | Image | 3 |
| We develop and grow | Personal development | 3 |
| | Challenge | 3 |
| | Innovation | 3 |
| We work together | Working with customers and colleagues | 3 |
| | Communication | 3 |
| | Leadership | 3 |

How to map the 'How we work' levels to posts

| Grade for WBC and Shared Services | Up to Band 5 | Band 6 - 9 | Band 10 + / Chief Officers |
|--|--------------|------------|----------------------------|
| Do not manage staff | 1 or 2 | 2 | 4 |
| Manage staff | 3 | 3 | 4 |

| Grade for TRDC | Up to Scale 6 | S0, PO MG1 MG2 | MG3, MG4 and above |
|-----------------------|---------------|----------------|--------------------|
| Do not manage staff | 1 or 2 | 2 | 4 |
| Manage staff | 3 | 3 | 4 |

Politically Restricted Posts

Under the Local Government and Housing Act 1989 (as amended), posts that are either specified under that Act or posts that are defined as sensitive under the Act because the post holder is required to either give advice on a regular basis to the executive or any committee of the Council, or speak on behalf of the Council on a regular basis to journalists or broadcasters are 'Politically Restricted'. This means that the post holder is restricted in terms of public political activity. For further information with regard to this please contact Human Resources.

This post is not a Sensitive Post and is not politically restricted.

Job Share:

Job share will be considered for this post. If you wish to apply on this basis please enclose a covering letter with your application.

Equal Opportunities:

The Council fully supports the terms of The Equality Act 2010. We are an equal opportunities employer and do not discriminate on any grounds. We want a diverse workforce which reflects our community and welcome applications from everyone regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marital or civil partnership status.

We are also committed to improving opportunities for people with disabilities, and are a registered 'Two Ticks' employer. If you have a disability and demonstrate that you fulfil the essential person specification criteria for the role on your application form, you will be invited for an interview. If you feel that you could carry out this post with some adjustments, please let us know. If you require particular arrangements made for interview etc (e.g. signing, access), please indicate this on your application form.

| Job description: | Name | Date |
|-------------------------------|------------------|-------------|
| Written by (Manager) | Kimberley Rowley | 25/04/17 |
| Approved by (Human Resources) | Temitayo Banjo | 25/04/17 |