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| Service and job specific context statement |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Growth, Planning and Trading Standards |
| **Post title:** | Head of Service |
| **Grade:** | SM1 |
| **Responsible to:** | Assistant Director (Growth, Planning and Trading Standards) |
| **Staff managed:** | Manage a team of specialist professionals |
| **Date of issue:** | February 2019 |
| **Job family:** | **SM - Senior Management**  |

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| Job context |
| * The Trading Standards Services is the Local Weights and Measures Authority for North Yorkshire and delivers statutory functions in relation to weights and measures, fair trading, product safety, consumer credit, food safety, feed safety, animal health and tobacco control. The Service hosts the Regional Intelligence Unit, and the National Trading Standards e-Crime Team in partnership with City of York Council, on behalf of the Yorkshire and Humber Trading Standards Group.
* The Farming, Food & Health section plays a vital role in protecting the farm to fork food chain. This section also delivers a number of Public Health Service Level Agreements in respect to alcohol and tobacco control and the promotion of a healthier food scheme. The regulatory function of this section aims to promote business growth by providing a level playing field for compliant business and targeting enforcement activities at rogue traders. The section also undertakes a number public health related activities aimed at protecting children from the harmful effects of alcohol and tobacco and tackling the obesity agenda issues. These activities contribute to the Council’s public health outcomes.
* The Multi-agency Safeguarding team, Operation Gauntlet, delivers and essential safeguarding function to vulnerable and elderly residents across the county against all forms of fraud and financial abuse. This is achieved through the investigation of offences, prosecution of offenders and asset confiscation to compensation for victims. In addition, prevention and awareness raising activities are undertaken to protect those at risk and to prevent repeat victimisation. This delivers a Public Health service level agreement. The team also leads on Proceeds of Crime Act asset confiscation from offenders.
* To contribute to the policy making and strategic direction of Growth, Planning and Trading Standards and Regulatory Services.
* To manage the section team allocated to the post holder and any budget or other resources associated with that team.
* To give operational direction to the section.
* To lead and represent Growth, Planning and Trading Standards on any corporate trading standards issues as designated to the post holder by the Assistant Director (Growth, Planning and Trading Standards).
* To deputise for the Assistant Director (Growth, Planning and Trading Standards) as necessary.
* To work with the Yorkshire and Humber Trading Standards Group, particularly the Regional Co-ordinator and members of the Executive, to improve local, regional and national trading standards delivery, and to represent the Service and the region at regional and national level.
* To work with the Fire Service, Ambulance Service and North Yorkshire police to facilitate service delivery.
* Work with Citizens Advice to improve the quality of notifications and referrals received from the Citizens Advice Consumer Helpline.
* Budget holder for the section and the regional intelligence unit with responsibility to maximise income from commercial activities.
* This is a politically restricted post as defined by the Local Government and Housing Act 1989.
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| Job specifics |
| * Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.
* Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post-holder.
* Prosecute on behalf of the County Council in Magistrate Court proceedings and act as instructing officer at Crown Court, County Court or higher court as necessary.
* Co-ordinate the maintenance and implementation of the Authority’s/Service’s designated emergency response plans.
* To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
* The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.

Head of Business & Consumer Services* Act as Chief Inspector of Weights and Measures in accordance with section 72 of the Weights and Measures Act 1985.
* Act as Quality Executive for the authority’s metrological notified body status.
* Act as co-ordinator for the purposes of the Regulation of Investigatory Powers Act 2000 and associated codes of practice.
* Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
* Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
* Manage the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit.
* Represent the County Council on the Yorkshire and Humber Trading Standards Group Executive.

Head of Farming, Food & Health* Oversee the effective delivery of the Public Health Service Level Agreements for Alcohol, Tobacco and Healthy Eating.
* Oversee the negotiation and management of the authority’s service contract with appropriate public analysts.
* Oversee the preparation of the authority’s annual Food Standard Plan for the Food Standards Agency.
* Chair the North Yorkshire Local Resilience Forum Animal Infectious Diseases Group.

Head of Multi-agency Safeguarding* Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
* Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
* Deliver the Public Health Service Level Agreement in relation to the safeguarding and protection of elderly and vulnerable victims from all forms of frauds and financial abuse.
* Maintain funding from Public Health and other partners to ensure continuity of service for the team.
* Maintain high level partnership working in relation to the MAST partners to ensure satisfaction with service delivery of the team.
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| **Structure** |



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| Job Description |
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| Job purpose | The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations. |
| Strategic management  | * Lead the service in devising and implementing of strategies, policies and the service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders.
* Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
* To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director (Growth, Planning and Trading Standards) to be accountable for service strategy.
* Lead in the development of new ways of working that maximise efficiency and effectiveness.
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| Operational management | * Maximise commercialisation of services provided.
* To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
* To lead specific programmes as part of the Council’s change and transformation programme.
* Responsibility for all operational matters relating to the section designated to the post-holder.
* Provide specialist advice, on the specialisms designated to the post-holder, to officers and Members of the County Council on trading standards issues.
* Ensure delivery of effective trading standards functions to meet any national and local framework targets or performance indicators including the setting and monitoring of service plan targets.
* Oversee and direct inspection programmes, verifications, audits, investigations and other enforcement or administrative activities in relation to trading standards or related functions for which the Service is responsible, ensuring the County Council’s policies and procedures for risk management are adhered to.
* Oversee and direct the production of all reports, infringement or otherwise, generated within the Section. Ensure all infringement reports are dealt with expeditiously and fairly, that appropriate decisions have been made/taken as to enforcement activity and that all policies, procedures and legal requirements are met and adhered to, including all human rights issues.
* Oversee the liaison of officers with members of the public, traders, other County Council departments and external bodies who seek advice or assistance relating to trading standards legislation. Where individuals show they have special needs such as being a vulnerable or intimidated witness, provide support and guidance to officers in co-ordinating care and target hardening issues.
* Act as the Service’s lead officer and advisor in relation to the specialist area designated to the post-holder and advise the Assistant Director (Growth, Planning and Trading Standards) and other staff on the interpretation, implementation and review of such legislation.
* Provide and deliver appropriate training to relevant Service staff as required.
* Act as County Council representative on working groups or other bodies relevant to the operations of the Service and attend meetings accordingly or direct other officers to attend as appropriate for the efficiency of the Service.
* Co-ordinate and direct Countywide exercises relating to designated specialist areas of work.
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| Communications | * Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
* Promote the Council’s priorities, policies and Corporate Plan and positively promote the service with local and national media.
* Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYCC services.
* Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
* Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations
* Prepare press statements/press releases as appropriate, liaise with the media and represent the authority with media enquiries as directed by Assistant Director, Growth, Planning and Trading Standards. Act as a contact officer on relevant matters with the media. Appraise the Assistant Director (Growth, Planning and Trading Standards) of any matters arising which are particularly sensitive or controversial in nature.
* Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
* Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
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| Partnership / corporate working | * Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
* When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
* Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
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| Resource management | * Be responsible as the budget holder for resources in respect of allocated budgets within the Council’s scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
* Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
* To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
* To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
* Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
* Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
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| Systems and information  | * Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
* Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
* Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
* Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
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| Safeguarding | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
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| ROLE SPECIFIC |
| HEAD OF BUSINESS AND CONSUMER SERVICES |
| Operational management | * To assist the Assistant Director (Growth, Planning and Trading Standards in the development and implementation of effective prosecution/enforcement policy and procedures.
* Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts.
* Act as lead officer in relation to the Enterprise Act 2002, and develop and implement policy and procedures for effective use of the Act.
* Ensure delivery of the Authority’s statutory duties in relation to Safety of Sports Grounds legislation.
* Ensure delivery of the Authority’s statutory duties in relation to metrology, fair trading, product safety, consumer credit and environmental protection legislation.
* Act as lead for the Authority on the Regulation of Investigatory Powers Act 2000 and ensure compliance with the legislation.
* Develop and implement an effective tasking process for consumer complaints and manage the Service’s tactical tasking processes.
* Oversee the Service’s continuing professional development and training.
* Oversee the implementation of the National Trading Standards Intelligence Operating Model across the Service and provide an intelligence collation and research facility.
* Oversee the work of the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit.
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| HEAD OF FARMING, FOOD AND HEALTH |
| Operational management | * Act as the Service’s lead officer on animal health and welfare legislation, ensuring delivery of the Service’s statutory duties.
* Act as the Service’s lead officer on agriculture and food standards and safety legislation, ensuring delivery of the Service’s statutory duties.
* Act as liaison officer for the Food Standards Agency.
* Act as liaison officer for Public Health related delivery functions.
* Act as lead officer for service planning and performance management.
* Act as lead officer on recruitment and selection.
* Co-ordinate the maintenance and implementation of the Authority’s/Service’s designated emergency response plans.
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| HEAD OF MULTI-AGENCY SAFEGUARDING |
| Operational management | * Act as the Service’s lead officer on serious and complex frauds, including those perpetrated by Organised Crime Groups, dealing with cases of local, regional and national significance.
* Act as the Service’s lead officer in relation to Proceeds of Crime Act confiscation including ensuring use of the ARIS scheme to provide income to sustain MAST staffing continuity.
* Maintain specialist knowledge of investigational codes of practice and procedures including surveillance authorisation, infringement charging, arrest, custody and bail procedures.
* Act as the Service’s lead in relation to safeguarding.
* Produce policy guidance in relation to arresting offenders, custody procedures, bail and charging of offenders.
* Act as the Service’s lead officer in relation to Serious and Organised Crime Groups and provide advice and guidance on appropriate policies and procedures, including those of partners.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Significant knowledge of current good practice standards both at local and national level in relation to trading standards.
* Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, schedule 5 of the Consumer Rights Act 2015, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards.
* Knowledge of effective management of staff, budgets and resources.
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| Experience* Extensive experience of strategic planning, policy development and implementation, and performance management
* Experience of developing and implementing organisational culture change within a large diverse organisation
* Successful management of budgets and staff
 | * Experience of responding to media enquiries.
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| Occupational Skills* Effective leadership skills and the ability to promote organisational policy and objectives
* Management of diverse operational functions to deliver strategic objectives
* Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
* Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
* Ability to develop and maintain effective partnerships both within and outside the Directorate.
* Ability to negotiate and influence at a senior level with council chief officers and senior politicians.
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards (with passes in metrology, food, product safety, animal health, agriculture and fair trading).
* Chartered Trading Standards Practitioner.
 | * A relevant degree (law, consumer protection, agriculture, food technology)
* Recognised management qualification
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| Other Requirements* Ability to travel across the County
* Ability to attend meetings outside of normal business hours
* Evidence of professional updating and development
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| Behaviours  | [Link](http://nyccintranet/policies/behaviour-and-skills-framework) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.