Director Public Protection and Integrated Enforcement

# Job Description

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| **JOB TITLE:** | **Director Public Protection and Integrated Enforcement** |
| **GRADE:** | **Director** |
| **POST NUMBER:** |  |
| **DIRECTORATE:** | **Communities** |
| **SERVICE:** | **Public Protection & Integrated Enforcement** |
| **RESPONSIBLE TO** | **Corporate Director, Communities** |
| **RESPONSIBLE FOR** | Head of Integrated enforcement  Head of Public Protection  Head of Regulatory Services  Head of Substance Misuse Services  Evidence & Insights Manager  Commercial Manager  **Areas of responsibility for the post will be reviewed from time to time by the Chief Executive or Corporate Director.** |
|  | **DBS Basic check required**  **This post is politically restricted** |
| **JOB SUMMARY:** | The Director of Public Protection and Integrated Enforcement is responsible for acting as the council’s strategic lead and advisor for directing service delivery and outcomes in relation to reducing crime, improving public safety, resilience and emergency planning and enhancing community well-being in the borough in accordance with and supporting the mayor’s and council’s vision, priorities, values and behaviours.  The role requires highly visible leadership, collaboration, innovation and ambition both within and outside of the council and especially with key partners to deliver better outcomes for residents and the borough of Tower Hamlets.  The role is responsible for leading key, strategic borough partnerships including the Community Safety Partnership and the council’s relationship with the police working in collaboration with the Borough Commander and senior officers.  The role also leads the development of key council strategies and drives the improvement, operational delivery and performance of key council services:   * Integrated Enforcement Services including the Tower Hamlets Task Force (police partnership) * Regulatory Services (including Trading Standards, street trading, Food Safety and Health and safety * Substance Misuse Services (as part of a boroughwide consortium of service providers) * Public Protection Service (including Prevent and VAWG)   The role is ambassador for the council, working in partnership within the council, with residents and community organisations, borough partners and organisations, local authorities, sub-regional partners, commercial partners, regional government and agencies and national government departments and agencies.  The role also expected to take a lead in corporate programmes and initiatives has as a member of the Chief Executive’s Leadership team alongside as the corporate lead for health and safety, emergency planning and business continuity.  The role needs to be aware of the requirement of key legislation and the implications on the council and services in relation to community safety and crime prevention; public protection & safeguarding; licensing and regulatory services; consumer protection & trading standards and emergency planning and civil contingencies. |
| **ROLE REQUIREMENTS:** |  |
|  | Provide **strategic leadership and managerial** **direction** to staff and managers in Public Protection and Integrated Enforcement with a focus on resident satisfaction, needs and the delivery of better outcomes for Tower Hamlet’s residents and customers and the oversight and delivery of exemplary, high performing public services. |
|  | Develop, nurture and lead effective external, borough, sub-regional, regional and professional **partnerships** to support better outcomes for residents and improved service and programme delivery; enhance the reputation of service and the Council and influence regional and national government and agencies. |
|  | **Advise** the council and Mayor at a strategic level on new developments, opportunities and regional / national policy and the implications for the Council in relation community safety, regulatory services, public protection services, health and safety and civil contingencies. |
|  | Lead the inception, development, governance and delivery of key **capital programmes** and projects including ensuring business case development, developing funding and resourcing strategies, project management, effective and robust governance mechanisms and reporting though to successful implementation. |
|  | Ensure the development and implementation of an innovative, evidenced based programme of **continuous service improvement** based upon innovation, and industry best practice; customer experience; digital innovation; business process engineering and external quality management systems and accreditation schemes |
|  | Lead the inception, development and delivery of genuinely cross-council and borough-wide, evidence-based **strategies** **and policies** relating to Public Protection and Integrated Enforcement services to drive service delivery deliver better outcomes for residents and the borough including the development of delivery programmes and measurable action plans ensuring effective residents, stakeholder, partner and political engagement. |
|  | Ensure the effective **commissioning &** **procurement** and management of all Public Protection and Integrated Enforcement **contracts** exploring the potential for shared services and third-sector involvement where appropriate in order to create efficiencies and develop the local economy. |
|  | Act as the strategic lead ensuring that the council and key partners’ **emergency planning and business continuity** arrangements can respond to, and recover from emergencies and disruptions including emergency planning, business continuity and borough resilience building in accordance with the Civil Contingencies Act 2004. |
|  | In collaboration with service directors and other colleagues, and in accordance with the council’s Target Operating Model, co-lead the delivery of the Communities Directorate and corporate **transformation programmes** including acting as the strategic lead for, and contributing to, the delivery of key workstreams: service redesign; finance, value for money and commercialisation; people and culture and development and strategy development and governance. |
|  | Act as the strategic lead for **Corporate Health and Safety** including policy development and oversight of compliance and governance; training awareness; incident management and investigation; risk management and mitigation; stakeholder engagement & communication, ensuring that the council complies with legal requirements and fosters a safe working environment for employees. |
|  | Ensure that all Public Protection and Integrated enforcement Services, including those provided by external contractors, have robust **Business Continuity Plans** and contribute to the discharge of the Council’s Civil Contingency responsibilities. |
| **CORPORATE RESPONSIBILITIES** |  |
|  | Actively contribute to the **leadership, development and improvement** of the Council in a way that promotes a ‘one organisation’ approach. |
|  | Develop and maintain constructive and professional working relationships with the **Mayor,** **elected members, MPs and GLA members** and provide exemplary and professional officer advice, briefings and support to the Mayor, Lead Members, ward councillors, Scrutiny and other Committees, Councillor working and policy groups ensuring effective engagement and engender political support. |
|  | Lead, promote and embed **equalities, diversity and inclusion** considerations into the decision-making process of services, workforce monitoring, planning and development and service delivery to reduce inequality. |
|  | Support and **organisational change and** learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them. |
|  | To promote **sustainability** including encouraging a culture of innovation and accountability amongst staff. |
|  | Participate in the required Rota as directed by the Chief Executive/Corporate Director to ensure emergency planning and business contingency arrangements are in place throughout the Council. |
|  | **Deputise** for the Corporate Director, Communities as required |
| **PEOPLE & PARTNERSHIPS** |  |
|  | Work **collaboratively** with the council’s and Borough partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the Tower Hamlets Strategic Plan. |
|  | lead the effective **development, management, and engagement** of teams and employees and effective communication to from and within services including effective performance management with a particular focus on promoting equalities and diversity. |
|  | Create and maintain an inclusive and accountable **organisational culture** that epitomises the council’s vision, values and behaviours to delivers high levels of employee engagement, awareness and satisfaction and supported by flexible working approaches and techniques. |
|  | Establish and promote a culture of **learning and workforce planning** that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets residents. |
| **FINANCE & VALUE FOR MONEY** |  |
|  | Lead the effective **financial management** of capital and revenue budgets to approved levels including ensuring managers are held to account and services operate robust monitoring, forecasting and corrective action supported by effective use of management information and data. |
|  | Support the development of the **Council’s MTFS** by leading the collective identification and delivery of innovative savings and income generation proposals to reduce cost, improve value and minimise impact on front line services using a wide range of techniques including the identification, application of identifying and securing external grant funding. |
|  | Develop and embed **commercial approaches** to service and programme delivery including effective and collaborative commissioning and procurement of services, innovative, alternative delivery models, development of business cases and the identification of new income streams. |
| **CUSTOMER EXPERIENCE** |  |
|  | Ensure innovative, effective and on-going **resident and community engagement** and involvement in the public protection and integrated enforcement services, strategies and programmes, including behaviour change programmes and communication campaigns. |
|  | Ensure that services and programmes provide **exemplary customer service** and experience by monitoring and improving end-to-end customer processes alongside consistent and clear customer service standards with an emphasis on digital services. |
|  | Drive **digital innovation** to support the delivery of accessible and convenient digital services, improvements and efficiencies to service and programme operations and to support the creation of a more digital borough. |
|  | Ensure there is effective integration of related services within the directorate and across the Council, ensuring the contribution of partner organisations. |
| **PLANNING & PERFORMANCE** |  |
|  | Lead the development of ambitious and evidence-based strategic **business plans** of services to drive the improvement, delivery and performance of the division ensuring alignment to the council’s and directorate’s priorities and effective governance, accountability and oversight of delivery. |
|  | Lead the governance and oversight of **service** **performance** and delivery of strategic external contract partnerships as both the strategic client and service provider by ensuring contractual obligations, quality standards and performance measures are met. |
|  | Ensure that all services within their own area of responsibility, including those provided by external contractors have robust **business continuity plans** and contribute to the discharge of the Council’s responsibilities. |
|  | Lead on borough-wide and strategic initiatives collaborating with internal/external stakeholders to deliver cross Council projects. |
| **OTHER CONDITIONS:**    Adherence to the council’s commitment to the health, safety and welfare at work policy.  To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council’s ‘My Annual Review’ scheme.  To engage and develop all staff in the team to ensure they have clear personal development plans.  Ensure that all duties and responsibilities are discharged in accordance with the council’s policies and procedures, Code of Conduct and relevant regulations and legislation.  To comply with the council’s equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.  To undertake additional duties that may arise from time to time commensurate with the grade of the post. | | |

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| **Person Specification for the Post of Director Public Protection and Integrated Enforcement** | | **Essential or Desirable** | **Method of Assessment**  **A= Application Form**  **T= Test**  **I= Interview** |
| **Knowledge & Skills & Ability** | Expert knowledge and experience of **enforcement and community safety, public protection** and **regulatory services**  including integrated enforcement, anti-social behaviour, specialist community safety functions (e.g. Prevent and VAWG),  licensing, street trading, environmental health and enforcement, trading standards and emergency planning and business continuity  Substantial evidence of a track record of successfully operating as a **senior leader** at operations / service director level in a large, complex and comparable setting (local authority, public sector organisation or equivalent).  Exemplary and inclusive **leadership and management skills** and the ability to lead, motivate and enthuse teams and employees whilst creating a culture in support of organisational vision, values and behaviours.  Proven knowledge and experience of strategic **business and financial planning** and the delivery of high performing services and successful high-profile and complex programmes and projects (including effective governance and risk management) to deliver better outcomes.  Ability to foster an **open and trusting culture** with the ability to lead change through others and inspire high levels of performance.  Ability to apply discretion and initiative in dealing with complex issues.  Experience and track record of developing effective and collaborative **internal working relationships** and actively creating and working within **external partnerships** at a borough, sub-regional), regional and national levels including government departments, commercial organisations and professional bodies to delivery improved results for residents  Naturally engaging with an ability to inspire and command the respect, trust and confidence of colleagues, Council Members and other stakeholders.  Excellent negotiation and influencing skills and the ability to persuade others to alternative points of view.  Ability to adopt best practice, modern, innovative working practices, which enable the delivery of corporate priorities.  **Customer** oriented (internal and external facing), with well-developed networking and partnership skills, able to build relationships with a range of stakeholders.  Proven experience and exemplary and **financial management skills** and the knowledge and ability to lead develop and deliver innovative savings and income generation opportunities using a breadth of techniques and exploiting grant funding opportunities.  Knowledge of commercialisation and apply **commercial approaches** to service and programme delivery including effective and collaborative commissioning and procurement of services, innovative, alternative delivery models, development of business cases and the identification of new income streams  Track record of working in **political environment** and demonstrating political awareness with the ability to create effective working relationships with the Mayor, Executive Members, ward councillors and MPs, including the ability to provide objective, complex and technical advice and support.  Ability to **represent the council** acting as an ambassador with a wide range of stakeholders including community and borough organisations, regional and national government, professional organisations etc.  Commitment to the Council’s values and behaviours and **equalities, diversity and inclusion** policies and plans, with an ability to demonstrate personal leadership on the importance of diversity and the oversight of programmes to reduce organisation and service inequality. | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/T/I  A/T/I  A/T/I  A/I  A/I  A/T/I  A/T/I  A/I  A/T/I  A/I  A/T/I  A/T/I  A/T/I  A/T/I |
| **Qualifications**  **& Experience** | Relevant specialist and/or generalist degree(s) e.g. Legal, Finance, HR/Business  Substantial experience, evidenced by a solid track record of success, leading high-quality services  A successful track record of engaging effectively with others at a senior and strategic level while building sustainable productive partnerships with key stakeholders  Experience in leading on new ways of working and delivery of **culture change** in a large complex organisation  Significant experience in successfully leading and embedding financially affordable sustainable change, through the support of others in complex and diverse organisations with measurable improvements | E  E  E  E  E | A  A/I  A/I  A/T/I  A/I |

# Health and Safety responsibilities for:

**Directors (second tier) Job Descriptions**

Health and safety responsibilities include:

* overseeing the translation of the council’s health and safety policies, objectives and arrangements into operational practice within their respective directorate service areas.
* implementing corporate and directorate safety policies and supporting procedures within their service areas
* holding staff accountable
* ensuring risk assessments are carried out, reviewed and shared with all appropriate staff
* ensuring staff receive adequate information, instruction, training and supervision
* cooperate with trade union/safety representatives

This role is also the lead director for corporate health and safety which is a key responsibility of the Head of Regulatory Services.