

London Borough of Havering - Job Profile

Job Title: Senior Public Protection Officer	Directorate: Neighbourhoods
Service/Section: Public Protection	Post Number(s): 10004200 (EH) Job Evaluation Number: 2038
Grade: 8	Date last updated: New Post Date of last Evaluation: N/A

Main Purpose of the Job/Key Objectives:

- To lead on compliance, enforcement and project work within the Public Protection Service to ensure the delivery of a high quality customer focussed specialist enforcement service within a performance management regime.
- To be the technical lead on defined areas within the Public Protection Service as defined by your Line Manager.
- To support the Public Protection Management Team to ensure the service operates in an effective, efficient, compliant and collaborative manner creating positive outcomes and continual service improvement.
- To ensure robust project management for the service.

Job Context:

1. The post holder reports to a Public Protection Manager
2. The post holder does not have any line management responsibility.
3. The post holder will be responsible for case work management within specific technical areas.
4. The post holder will be required to work 36 hours per week some of which will be required to be outside of business hours based on the demands of the service.
5. The post holder is responsible for ordering and maintaining equipment and protective clothing available to assist in the duties of the post.

Experience

1. Experience of successfully managing a multi-disciplined enforcement work programmes.
2. Experience of successfully working within varied Public Protection Services.
3. Experience of effectively working with members, key stakeholders and clients such as members, residents, external agencies, business partners and the private sector.
4. A high level of achievement in meeting statutory duties, attaining legal compliance and enforcement work through to successful prosecution.
5. Experience of leading the delivery of projects from inception to completion.
6. Experience of the use of ICT, the MS Windows operating system, MS Word, MS Excel, MS Project, MS Powerpoint, GIS, Instant Messages, App's and tools for mobile working.
7. Experience of ordering products and equipment to support own work, ensuring appropriate records are kept for audit purposes.
8. Experience of working through the democratic process including reporting to committees, forums and strategic groups.
9. Experience in supporting the implementation and maintenance of quality management systems.
10. Experience of cross authority working.

11. Experience of supporting change and transformation.

Qualifications

1. Degree, diploma or relevant academic or professional qualification (or equivalent) essential.
2. Membership of a relevant professional organisation desired.
3. Project Management qualification desired.

Working conditions/circumstances

1. Required to work outside of core hours on a pre-arranged basis.
2. Ability to work individually and as part of a team.
3. Current driving license.

Key Accountabilities and Result Areas

Key Result Area	Expected End Result
To achieve agreed performance targets for the service as individually defined within service and corporate plans; and PDR's/121's.	Agreed performance criteria met resulting in high quality service provided, ensuring legal compliance and efficiency for the Council.
To maintain a technical and legal knowledge of specified technical areas of expertise within the Public Protection Technical Competency Matrix.	Services delivered to best value and within the appropriate legislative framework.
To lead on Projects as agreed with a Public Protection Manager.	Service delivered and developed in a timely and successful manner. Projects managed.
To be aware of the sensitive nature of the services provided so as to respond swiftly and effectively to allay incidents that could have the potential for adverse publicity and be detrimental to the council.	Reputation of the council safeguarded, and strong partnership working with other agencies and stakeholders maintained.
To liaise and work with members and senior managers in relation to own technical area, casework and Projects.	Informed and engaged members and senior management.
To maintain close links and promote collaboration and partnership working with relevant stakeholders such as local business, residents and other agencies; supporting the Public Protection Management Team to achieve both business plan and corporate objectives in relation to the specific technical areas you are working on.	Maximised potential for cross service and Council working. Gained efficiencies through partnership approach. Business plan and corporate objectives met.
To ensure maximum customer care provision when completing caseload and projects to support a robust service	Appropriate customer service provided to customers.

Key Result Area	Expected End Result
monitoring and performance programme.	
Support continuous service delivery improvement and identification of new opportunities to achieve effectiveness.	Effective and efficient service delivery in line with Service and Corporate Plans.
Fully engage with ICT development within the service to support continual improvement, and the service monitoring programme.	Management Information used to develop and deliver services.
Represent Public Protection Managers at meetings of Council, committees, officer working groups and relevant meetings of outside bodies.	Public Protection Managers represented at relevant meetings and actions taken forwards as required.
Order products in accordance with the Councils Financial Framework.	Services delivered on budget in compliance with policies.
Carry out responsibilities under the H&S at Work Act 1974 and associated regulations and promote a safety culture in accordance with the Council Health & safety policies and procedures.	Up to date knowledge maintained.
Lead, mentor, coach and develop colleagues in relation to the specific technical areas you are working on. Continued training and development of a cultural norm within the service.	A team that feels empowered and able to make decisions and that promotes a continuous learning and development culture.
Other duties required by the Service as directed by your Line Manager.	To ensure appropriate service can be provided.

Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> Communicates complex information to others effectively Is a clear and persuasive communicator, using influencing and negotiating skills when necessary Actively listens to, respects and values the view of others Presents succinct, well balanced information orally and in writing, with clear outcomes Sets up opportunities to influence others prior to decisions being made Understands and responds to organisational politics Facilitates discussions to achieve collective objectives Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively
Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> Is open to new ideas and takes account of other people's points of view and ideas

Competency	Level	Criteria to be Evidenced (Description)
		<ul style="list-style-type: none"> • Contributes positively to the change process and sees change as an opportunity to improve performance and customer service • Recognises the impact of change on others and supports them through it • Uses an awareness of the bigger picture along with common sense to interpret and implement policy. • Identifies opportunities for change • Learns from experience and others and uses opportunities to acquire new skills and improve knowledge
Achieving Results and Success	C	<ul style="list-style-type: none"> • Evaluates and monitors performance • Uses knowledge of social and political dynamics to achieve results • Encourages organisational learning and continuous improvement • Demonstrates integrity, fairness and consistency in decision making • Sets demanding but achievable objectives for self and others • Achieves results through effective management of self and others • Identifies and manages risk • Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes
Respecting Others	B	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model sets a personal example of good equalities practice at all times • Challenges inappropriate and discriminatory behaviour • Understands different learning and personality styles and preferences • Respects confidentiality wherever appropriate • Acts upon concerns about discrimination or inequality of opportunity • Applies consistent standards of service and response

Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.