



# Role Profile

<b>Service Manager (Public &amp; Environmental Protection)</b>			
Reference No.	SS2285	Type	Individual
Service	Protective Services		
Job Family	Service Manager 1	Grade	FC11

<b>Purpose</b>
<p>To lead and manage a team and co-ordinate the activities and functions of the team to ensure the delivery of a consistent, high quality and focussed service.</p> <p>To provide the necessary leadership and vision within the team to optimise opportunities for innovative and radical thinking.</p> <p>To implement continuous improvement processes in service delivery and customer responsiveness with an emphasis on cross team working and single customer solutions.</p> <p>To lead and manage the Public and Environmental Protection functions and to manage the enforcement of the provisions of a wide and complex range of legislation.</p> <p>To develop &amp; implement a suite of policies, strategies procedures to ensure the Council meets its Statutory obligations in terms of this key area of Public Health and Environmental protection.</p>

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<b>Operational</b>			
<p>Provide and manage a single, co-ordinated and joined up Service across Fife with unified policies, practices and procedures, provided within a 'Best Value' framework.</p> <p>Provide the team with professional leadership, direction and support. Work with the Head of Service in ensuring the application of Service delivery remains at a consistent, high professional level.</p> <p>Deputise for the Head of Service as and when required.</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent</p> <p>Membership of an appropriate professional body e.g. REHIS, Society of Chief Officers of Environmental Health in Scotland (SoCOEHS)</p> <p>Continuous professional development at Team Manager level</p> <p>Business Management qualification</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Ensure the team support the political process and elected member involvement.</p> <p>Develop and promote the Council's culture change both internally and externally.</p> <p>Embrace and promote a 'customer first' philosophy in line with the Council's corporate objectives.</p> <p>Establish effective linkages and strong working relationships with key contacts both internal and external to the Council to help promote the Service and improve service delivery.</p>	<p>Considerable experience in a senior role, leading, managing, organising and delivering the full range of Environmental Health functions, as well as relevant Strategic and Corporate Policy functions</p>	<p>✓</p>	
<p>Develop and maintain good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.</p>	<p>Political awareness and sensitivity to enable effective work within context of Local Authority and current Administration objectives</p>	<p>✓</p>	
<p>Prepare and deliver committee reports, presentations, papers on specific Service issues ensuring proposals align with Council and Service objectives and priorities.</p>	<p>Leadership skills to deliver cross organisational work drawing on programme management and quality improvement methodologies</p>	<p>✓</p>	

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Establish benchmarking and best practice networks to improve service delivery and report regularly to Management Team.	Understanding and knowledge of audit and Best Value frameworks	✓	
Manage major projects and service delivery, ensuring adherence to Council policies, national standards, statutory and legislative procedures and regulations.	Leadership and coaching skills	✓	
Co-ordinate the scheduling of workload and resources to provide an effective and programmed service ensuring effective utilisation and management of resources.	Experience working with internal and external partners	✓	
Manage the workload of the team, including the production of team plans in accordance with the Service Planning process.			
Respond to urgent/emergency changes in team priorities by moving staff within the Team to deal with unplanned peaks and troughs in the team's overall priorities.	Knowledge of relevant regulation, legislation and statutory requirements	✓	
Contribute as a member of the Service Management Team to the on-going monitoring, control and improvement of service delivery and carry out research and prepare reports in support of the development of the Service.	Experience of driving change	✓	
Manage health, safety and welfare to ensure that the requirements of legislation, policy, procedures and instructions are properly implemented to make the working environment as safe and healthy as possible for employees and others who may be affected.	Experience, knowledge and implementation of Health and Safety legislation	✓	
<b>People Management</b>			
Set and maintain standards of conduct and performance and undertake any disciplinary action required.	Knowledge of HR frameworks around standards of conduct and performance	✓	
	Experience of implementation of disciplinary actions		✓
Support employees by applying people management skills e.g., staff motivation, team building and conflict resolution.			
Manage the team's attendance management levels and employee performance in relation to set triggers and improvement targets.			

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Ensure the future skills and competency requirements of the team are addressed by leading the employee development and contribution management process (Talking Points approach).	Team building and Management skills	✓	
Foster knowledge sharing within the team and on the job coaching to expand team knowledge and capacity and ensure the growth of individuals.	Knowledge and experience of the council's coach approach		✓
<b>Performance</b>			
Set, agree and manage forward work plans for the team in line with customer, contractor, Service and corporate priorities.	Strategic thinking - Committed to understand business priorities	✓	
Ensure that quality standards are identified, monitored, achieved and continuously improved.	Experience using LEAN methodology		✓
Provide expert support and advice on the management, development and implementation of performance management systems for the collection, provision and dissemination of performance information	Ability to produce creative and practical solutions	✓	
Champion high standards of performance across the full range of SPI, KPI and other metrics/performance measures and challenge underperformance effectively.	Ability to develop and interpret complex performance data	✓	
<b>Financial Management</b>	Quality assurance experience		✓
Optimise service delivery by managing, developing and monitoring the Team budget and authorising and approving expenditure within agreed limits e.g., overtime, expenses, temporary appointments.	Financial management experience	✓	
Assist the Head of Service in the preparation of budgetary estimates, spending profiles and plans allied to the targeted priorities of the Service.			
Ensure appropriate audit, control and collection procedures are implemented to monitor and recover income charges and fees.			
Seek opportunities to enhance income streams in order to enhance team budgets e.g., through external funding support and partnership approaches to service delivery.			

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Contribute to the Council's efficiency agenda by implementing change to ensure a reduction in the cost of service delivery whilst maintaining and potentially improving services.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Specialist</b>			
Ensure the Council fulfils its Statutory obligations in terms of the Public Health (S) Act 2008, Animal Health Act 1981, Environmental Protection Act 1990 and a raft of associated regulations.			
Manage the Contractual arrangements for the provision of funerals for the indigent dead in terms of the National Assistance Act.			
Develop, produce and update the Council's Air Quality Strategy, produce an annual report on Air Quality, establish monitoring locations and where appropriate Air Quality Management Areas.			
To develop and undertake the Council's Contaminated Land Inspection Programme in line with the requirements of the Inspection Strategy.			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.