

Post Title: Trading Standards & Animal Health Manager	Director/Service/Sector: Regeneration, Commercial & Economy/Public Protection/Business Compliance & Support Unit		Office Use
Grade: Band 10	Workplace: Public Protection/Trading Standards/ Cramlington		JE ref:
Responsible to: Business Compliance & Public Safety Unit Manager	Date: March 2015	Manager Level:	HRMS ref: 3021
Job Purpose: Lead and co-ordinate the provision of strategic and statutory Trading Standards and Animal Health services across Northumberland, ensuring that corporate objectives and targets are met. Make a positive and effective contribution to the corporate management of the authority, the Public Protection management team, multi-partnership initiatives and community engagement. Act as service specialist officer in designated area(s) of work.			
Resources	Staff	Responsible for a number of professional and support staff	
	Finance	Responsible for allocated areas of the service's budget. Managing contracts with clients and contractors, fee generation and collection.	
	Physical	Jointly responsible for the service's physical resources including buildings, vehicles, technical and IT equipment. Responsible for the collection, maintenance and use of significant bodies of corporate and regulatory data.	
	Clients	Develops and oversees services that have a direct impact upon the health, safety and well being of the public and other service users.	
Duties and key result areas: 1 Direct allocated human, physical and financial resources of the service to effectively achieve corporate objectives. 2 Assist the Public Protection Senior Management Team, provide Trading Standards and Animal Health input into other corporate strategies/activities of the Council and contribute to the regional/national agenda on Trading Standards and Animal Health issues. 3 Read and understand the operating environment to ensure that services remain viable, responsive and customer focussed. 4 Ensure that services adopt effective performance management procedures and that both staff and service development is fully supported through appraisal, training and development. 5 Motivate teams and individuals by providing clear direction and maintaining positive relationships with employees. 6 Maintain effective management and communication systems and processes within the service and ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies. 7 Alongside the Senior Trading Standards Officer, the Senior Animal Health Officer and the Senior Fair Trading Officer, act as service specialist in relation to designated area(s) of responsibility and any other issues as allocated. Represent the service on appropriate regional and national liaison groups. Advise the Management Team on all significant matters and legislative developments affecting areas of special responsibilities. Assist in the training and development of all service staff. 8 Prepare/supervise the preparation of legal reports on all case work concerning alleged infringements of trading standards legislation and ensure that the investigation and reporting of alleged infringements are dealt with thoroughly and with the minimum of delay. Examine reports for completeness and admissibility of evidence, recommend action to be taken. Assist in the collation, maintenance and delivery of records for court. 9 Attend court and give evidence as necessary. 10 Act as a budget manager and be accountable for the maintenance of effective management of services and changes to legislation or Council policies and communication systems and processes within the services managed. 11 Assist in the recruitment, selection, induction, discipline, training and development of professional and support staff, conduct staff appraisals for allocated staff and contribute to the skills planning and workforce development processes within the service. 12 Promote effective partnership arrangements for the delivery of high quality services through effective and constructive relationships with colleagues and external contacts. 13 Ensure that robust mechanisms are developed to establish and monitor the effectiveness of service related strategies, policies and practices. 14 As a member of the Public Protection Senior Officer Group, fully participate in the corporate planning and management processes for the service.			

- 15 Promote good relations with all other Directorates of the Council with a view to securing the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services.
- 16 Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
- 17 Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.
- 18 Assist the Senior Management Team within Public Protection to contribute towards compliance with relevant government requirements and initiatives to promote a high standard of service delivery and value for money.
- 19 When necessary attend Area Committee meetings, present reports on Trading Standards activities within the County, respond to requests for information and advice received from the Area Committees.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, premises, area offices or training venues throughout the County and region.
Working patterns:	Flexi-hours apply with some requirement to attend evening meetings. Also some call out arrangements may apply and/or evening/night, early morning and weekend work occasionally at short notice.
Working conditions:	Ability to undertake work in dirty, unpleasant environments and in the open in all weathers when necessary

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • Relevant professional qualification • Degree level or equivalent standard of general education • Evidence of recent relevant Management Training • Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues. • Evidence of continual professional development in a related area • Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. 	<ul style="list-style-type: none"> • Post graduate management diploma / certificate • Post graduate qualification in a related discipline • Recent training in change management, conflict resolution and /or performance management • Additional modular points from the new qualification framework. 	(a)
Experience		
<ul style="list-style-type: none"> • Experience in leading Trading Standards teams and initiatives sometimes outside core duties • A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. • Experience and demonstrable success in the generation and management of change and of securing the support of others in the process • Experience of financial and performance management • A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders. • Experience of resource management. 	<ul style="list-style-type: none"> • Recent experience and achievement at a middle management level within an organisation of comparable scope and complexity • Recent experience as a specialist officer. 	(a) (i) (r)
Skills and competencies		
<ul style="list-style-type: none"> • Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. • Ability to prioritise and to delegate to the Senior Officers and to other colleagues in the Team. • Ability to operate effectively within the democratic process and to develop productive working relationships with Elected Members that command respect, trust and confidence. • Ability to maintain a clear overview of the issues affecting the Council in general and the whole of the Trading Standards service in particular. • Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. 	<ul style="list-style-type: none"> • IT skills and awareness. • Financial and commercial awareness. • Awareness of Trading Standards specific software packages 	(a) (i) (p)

<ul style="list-style-type: none"> • Ability to propose, develop and implement effective strategies in pursuit of Public Protection's goals and to make clear, informed, appropriate and timely decisions. • Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. • Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Elected Members, and other stakeholders. 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Normally works from a seated position with some need to walk, bend or carry items. • In good physical health able to carry out inspections involving some physical challenge when necessary • Lifting and carrying equipment for example briefcase/inspection bag, sampling equipment, cool box, technical equipment. • Need to maintain general awareness with lengthy periods of enhanced concentration. • Ability to work under pressure and recognise stress in self and others. • Ability to undertake work in dirty, unpleasant environments and in the open in all weathers. • Mental demands in balancing and prioritising a number of conflicting work demands due to deadlines, frequent interruptions in the form of emails, telephone calls and face to face meetings from work colleagues, staff, members of the public, businesses, and Elected Members etc, unexpected reactive work, demands from government agencies, and the need to respond to an urgent and serious problem. • Frequent contact with public/members/partners in day to day work and conflict resolution. • Emotional demands in occasionally dealing with individuals in connection with trading standards matters who do not exhibit normal rational behaviour or have personal problems, and are unpredictable, unwilling to accept alternative points of view or comprehend the implications of their actions. • Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute. • Emotional demands in occasionally dealing with persons making an official complaint about a Council service who may be angry, distressed or disturbed. 		(i) (t)
Other		
<ul style="list-style-type: none"> • A corporate orientation and a commitment to tackling issues in a non-departmental manner. • Personality, conduct and credibility that engages and commands the confidence of Elected Members, senior managers, staff, the public external partners and other stakeholders. 		(a) (i) (q)

<ul style="list-style-type: none"> • Determined to play a leading role in the development of the Public Protection Service and to develop methods of working to provide the most efficient enforcement services possible. • Able to meet the transport requirements of the post. • Able to undertake evening/night, early morning and/or weekend work, occasionally at short notice. 		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits