

JOB DESCRIPTION

TITLE:	Head of Safer Neighbourhoods
DEPARTMENT:	Inclusive Economy
DIVISION:	Neighbourhood Services
UNIT:	Neighbourhood Services Leadership Team
TEAM:	Safer Neighbourhoods
RESPONSIBLE TO:	Director: Neighbourhood Services
GRADE:	M8

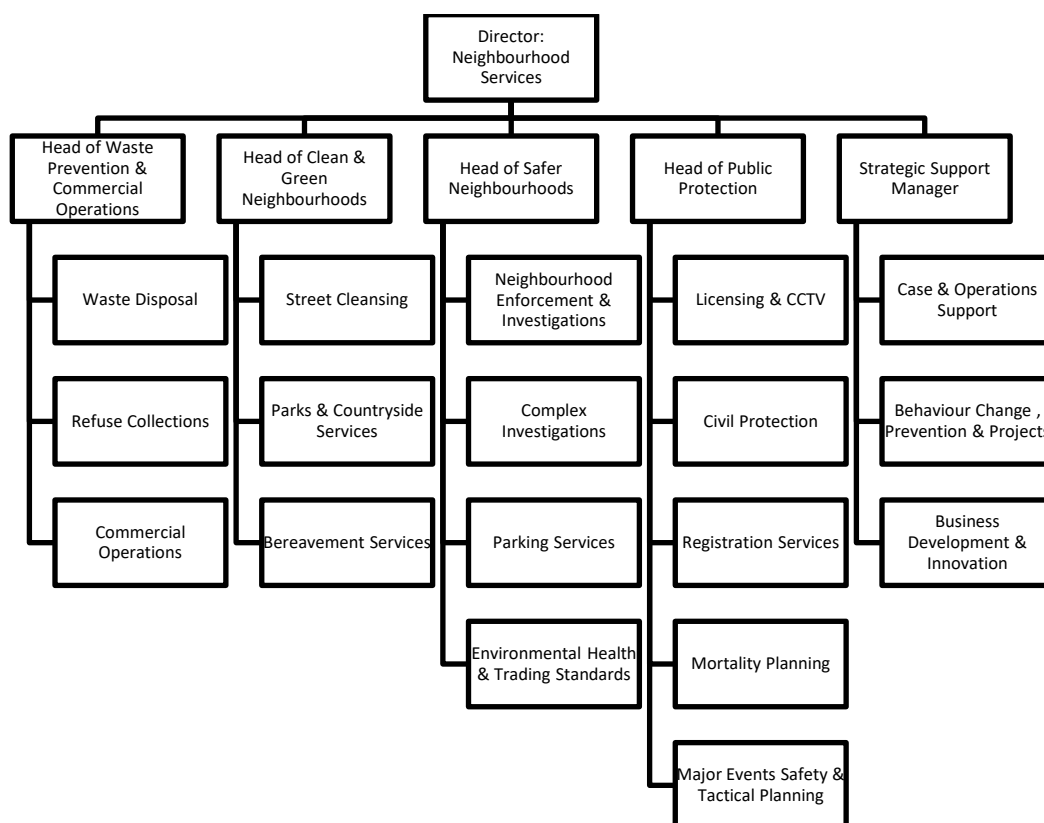
PURPOSE OF POST:

To have overall responsibility for the strategic development and operational delivery of the Council's Safer Neighbourhoods function which consists of:

- Neighbourhood Enforcement
- Investigations
- Complex Investigations including Priority Anti-Social Behaviour, Environmental Protection and Financial Investigations
- Parking Services
- Environmental Health, Primary Authority and Trading Standards

To act as the senior professional lead providing operational leadership, development and management of professional services within the portfolio of work, ensuring the highest quality services are provided within the available resources. As part of the senior leadership team for Neighbourhood Services, you will ensure effective and efficient service performance, drive continuous improvement and innovation in the service area and ensure collaborative working with internal and external partners to meet our key service goal to safer and more mobile neighbourhoods.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

%

1.	Set, develop and deliver the strategic priorities, plans, policies and performance monitoring for the Safer Neighbourhoods function that will enable the service to deliver our key service plan goal of creating safer and more mobile neighbourhoods. Ensure that service activities are clearly and directly contributing to the Council's Luton 2040 vision and other appropriate corporate/service priorities including the Corporate Plan, People Strategy and Transformation programme. Working in collaboration with and building/maintaining excellent relationships with key internal/external partners and stakeholders to further the service and council goals.	30
2.	Provide visible and inclusive leadership to manage, motivate and develop teams within the Safer Neighbourhoods function. Provide strategic leadership and operational oversight of the work of the team ensuring that appropriate measures are in place to adapt the service to current and emerging risks or changing/new statutory requirements. Identify opportunities for improvement and transform services where needed to meet new or emerging demands. Lead the proactive assessment of operational risks and ensuring that the risks are properly reviewed and reported, appropriate controls are put in place and organisational learning is identified and implemented where	20

	appropriate. Develop the skill base and future talent pipeline within Safer Neighbourhoods.	
3.	Lead across the Luton system to deliver the War on Waste (and future equally high-profile relevant Council priority issue projects) – ensuring that there is a clear vision, shared goal and system wide response to both reducing the volumes of waste crime and effectively bringing offenders to justice. Oversee the contracted arrangements with the selected enforcement partner to maximise the benefit of this partnership. Gain buy in and support from across the Council and partners to deliver this high profile, priority project – delivering high visibility action and effective outcomes. Support and challenge services where necessary to ensure that the Council can respond as a community leader in relation to this critical, high priority issue.	15
4.	Lead Neighbourhood Service's contribution on a range of high volume, complex crime and safety issues that are present in town. Lead the service to create innovative and effective solutions in collaboration with internal and external partners and stakeholders including community groups. Develop strong collaborative arrangements on shared agendas such as the Town Centre, begging, inappropriate use of public spaces and hotspot issues/location. Represent Neighbourhood Services at the Community Safety Partnership, undertaking and discharging our responsibility to deliver the response to the priority theme allocated to the service (currently enviro-crime and anti-social behaviour). Implement robust plans and coordinated action to make an impact on these issues.	10
5.	Provide senior management oversight of all elements of governance within the service area to ensure compliance with internal and external frameworks, legislation, statutory guidance and best practice. This includes ensuring that work and decision making is carried out in line with the Council's constitution and that operational team managers carry out their responsibilities in line with relevant procedures (i.e. Health & Safety, Procurement and HR policy). Lead the design and delivery of performance management of Safer Neighbourhoods to ensure effective use of resources and ensure a cohesive, fair and equitable, customer focused service with a professional approach to all areas of work and that this professionalism is maintained throughout the services.	10
6.	Authorise and maintain financial oversight of budgets relating to those areas for which the postholder is responsible. To review and revise policies, strategies and procedures in relation to these areas to stay within budgeted position. The post holder will ensure financial control, in accordance with Financial Regulations and Standing Orders of the Council. The post holder will develop and deliver strategies that demonstrate value for money, efficiency and in the public interest, ensuring effective procurement practices and maximising the use of Council resources.	5
7.	Act as professional lead for a key specialist area and represent that professional group at national, regional and local levels. As service matter expert prepare and present reports directly to DMT, CLMT, Joint Board, Executive, Area Committees, Overview & Scrutiny	5

	Committee and Policy Group and to represent the team to major stakeholders, including Portfolio Holders & Ward Councillors, and senior client management.	
8.	Support the overall delivery of Neighbourhood Services by providing Head of Service cover for other areas of the division during periods of short-term absence (i.e. annual leave) and deputising for the Director as required.	5

DIMENSIONS:

Supervisory Management:

Directly: 4x Team Managers (M4-M5)

Indirectly: circa 90 other staff (L4-M3)

Contract Management:

Enforcement Partner

Client management and oversight of our arrangements with enforcement partner contractors.

Financial Resources:

Responsibility for budgets amounting to £7.2 million.

Income budgets of £3.4 million annually.

Ensure that the relevant budgets are planned, developed, monitored and managed effectively in accordance with Divisional arrangements and Council policy.

Physical Resources:

- Fleet of vehicles.
- Redeployable CCTV
- Body camera units
- Radio system
- etc

Other: Lead responsible officer: Community Safety Accreditation Scheme

CONTEXT:

This post will play a key role in the leadership and management of the Neighbourhood Services by delivering a robust and efficient Safer Neighbourhoods function for the Council. The postholder will be influential in leading improvement & development of this service.

Neighbourhood Services has one key service mission – to deliver Valued.Improved. Places. The service's key goals are designed to make a visible and positive difference to all of Luton's neighbourhoods and to run an efficient set of Council services that are efficient, inclusive and instil confidence in the Council's ability to deliver. These goals are in direct pursuit of the Council's Luton 2040 vision and are:

- Clean and Green Neighbourhoods
- Safer and more mobile neighbourhoods.
- Neighbourhoods which are fairly regulated and increasingly resilient.
- A town that produces less waste in support of our net zero ambition.

The Safer Neighbourhoods' teams will take the lead on delivering our service goal to build neighbourhoods that are safer and more mobile, under the direction and leadership of the Head of Safer Neighbourhoods. The functions this post will have direct responsibility for are:

- Neighbourhood Enforcement
- Investigations
- Complex Investigations including financial investigations, anti-social behaviour and environmental protection.
- Parking services
- Environmental Health and Primary Authority
- Trading Standards

This post will form part of the Senior Management team of the Neighbourhood Services and will ensure:

- Stronger robust focus on the needs of victims and communities.
- Transforming enforcement and safety services to enable swifter and more effective outcomes.
- Visible, robust responses to issues affecting neighbourhoods.
- Promotion of prevention, early intervention and restorative approaches in the council's strategic enforcement response.
- Embedding civic pride and social responsibility across the Borough.
- A strong commitment to developing our staff base to meet current and future demands/workload.

As part of the Service Senior Management Team, the postholder will be expected to make a significant contribution to securing a positive visible difference across the Borough in relation to safety, crime reduction/prevention and a more mobile road network. Ensuring strategy, policy, procedure and activities of the Safer Neighbourhoods function are designed, revised and implemented in a way that supports the vision of the council and its objectives. These activities should also reflect the Council's commitment to work in active partnership with the community and stakeholders to regenerate Luton and to improve the quality of life for all who live in, work in or visit the town.

Strong, visible people management skills are required to provide overall management responsibility for a high number of employees working in a challenging and complex environment. Overall responsibility for the health & safety, wellbeing, motivation and performance of staff will be undertaken by the postholder.

The Safer Neighbourhoods function will take the lead on delivering a highly visible and effective response to some of the Town's biggest priorities. The Head of Service role will ensure that dynamic plans are in place to ensure a cross-organisation and system wide response to the recently declared War on Waste. The ability to gain buy-in from a wide range of partners is crucial to drive behaviour change and

generate sustainable reductions in the volume of flytipping, littering and other poor waste practices that are negatively impacting on the image of the Town. Alongside this, Safer Neighbourhoods will be required to respond to a range of hotspot issues and locations and the Head of Service will be required to manage competing priorities effectively and plan service activities to meet priority issues, representing the service at key strategic forums including the Community Safety Partnership to ensure that work is linked in to the bigger picture will be key as it will be necessary to look at integrated solutions that tackle the drivers of these priority issues.

The Safer Neighbourhoods team will operate in a fast paced, high demand and multi-level risk arena. The response provided by the function will set the standard for enforcement, investigations and visibility at the outset and the postholder will hold overall responsibility for delivery of this service – setting and overseeing a professional and effective delivery model that enhances the reputation of the Council.

The post holder will have strategic oversight of relevant strategy, policy and activity development. This will require a high level of negotiation, accountability and challenge to ensure that the service meets its statutory responsibility and harnesses local resources to work together to maximise efficiency and outcomes.

ADDITIONAL INFORMATION re: Physical Effort and/or Working Environment
(Insert details if these conditions exceed those normally incurred in a day to day office environment)

Physical Effort:

Normal Office

Working Environment:

Agile Working

The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended.

Person Specification: Head of Safer Neighbourhoods

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Substantial experience of managing and leading teams in a regulatory services environment.	1,2	Substantial experience of preparing and managing large and complex budgets	1,2
	Substantial experience of local government democratic processes	1,2		
	Demonstrable experience of developing and managing multi-disciplinary projects including, in partnership, with others	1,2		

Skills/Abilities	Demonstrable ability to undertake strategic planning and policy development within the service. (Critical)	1,2,5		
	Excellent communication, presentation, influencing and negotiating skills across a range of people at a senior level both inside and outside the Council, central Government, partners and other external agencies. (Critical)	1,2,5		
	Substantial organisational skills - Able to work within and meet competing deadlines and targets and manage periods of heavy workloads, planning team workloads to meet the needs of the service. (Critical)	1,2		
	Able to use professional judgement and analytical skills to assess situations and make appropriate decisions including in high pressure tactical situations (Critical)	1,2		
	High quality writing skills with the ability to present complex issues clearly, concisely and accurately with clear recommendations written in a timely way.	1,2		
	Demonstrable ability to manage large and complex budgets including income targets.	1,2		
Equality Issues	Demonstrable knowledge and understanding of equality issues and legislation - able to integrate equality policies into business plans, strategies, service delivery and employment practices.	1,2		
Specialist Knowledge	Thorough knowledge of relevant legal process and legal framework within which Local Authority regulatory services operate. (Critical)	1,2,		
	Knowledge of key specialist legislation and national / local policies in at least one key area relevant to the role	1,2		

Education and Training	Evidence of qualifications that provide evidence of competence within an area of the service or equivalent professional experience (critical)	1,2,4		
	A recognised management qualification or equivalent experience	1,2,4		
Other Requirements	Able to attend site visits/meetings throughout the Borough (5+ times a week)	1,2		
	Able to attend evening meetings. (As required, minimum 12 times a year)	1,2		
	Able to adjust working hours to suit service and job demands.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998).