**JOB DESCRIPTION**

**Post:** **Environmental Health Manager (Neighbourhood Services)**

**Department:** Environmental Health

**Reports to:** Head of Environmental Health

**Location:** To be confirmed - any of the locality offices

**Salary: PO7 (Subject to review)**

**Hours:** 37 hours per week Mon – Fri and additional hours as necessary.

Evening and weekend work may also be required.

**Duration:**  Permanent

*All employees are expected to model the Customer Care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently.”*

**job PURPOSE:**

To support the Head of Environmental Health by leading in the development, promotion, implementation and management of the required framework and processes to help deliver an effective, efficient and customer-focused approach to promoting excellence in the following areas:

* Public Health
* Housing
* Animal Services i.e. Dog Control, Dog Licensing and Welfare of Animals

The post holder will be expected to make a significant contribution to the strategic vision, direction, development and management of the Department including setting and achieving the key outcomes and targets.

The post holder will also be required to work collaboratively and proactively to foster and sustain effective relationships and partnerships with a wide range of internal and external stakeholders including other officers, elected members, trade unions, outside bodies and local citizens to advance Council objectives.

The post holder may also be expected to take a lead supervisory role for the locality office or DEA(s) in which they are based.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Organise and manage the delivery of high-quality, flexible services within the area of responsibility to promote service excellence, innovation and performance improvement and to meet the needs of business, customers and the community.
2. Ensure that systems and processes are in place to create and develop a high-performing Department to deliver compliance with statutory duties and Council requirements in accordance with best practice.
3. Contribute to and support the Head of Department in the development, implementation and monitoring of the Department Business, Unit and Performance Improvement Plans; implementing policies, procedures, objectives and targets and managing staff performance to achieve same.
4. As a member of the Department’s management team, contribute to corporate policies and objectives including quality and environmental systems, customer care, emergency preparedness, risk management, business continuity and health and safety arrangements.
5. nit.te service improvement. beContribute to and develop internal relationships and external partnerships which support the work of the Council and the Department to drive organisational capability, and to build a culture of effective team working, service excellence, high performance, innovation and collaboration. Participate in internal and external working groups/ partnerships and professional groups as required and represent the Head of Department on same.
6. Manage and support transformational change, the transition of services and implementation of additional responsibilities/legislation; ensuring the integration of functions and responsibilities to fulfil the Council’s objectives and statutory duties
7. lansrectorate of r to of the Identify and analyse trends and opportunities relating to all areas of responsibility and demonstrate continuous improvement and innovation in service delivery.
8. Manage and develop staff to ensure that they and any employees for which they are responsible:

* Promote a “One Council” approach;
* Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
* Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
* Operate within Council policies and procedures;
* Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
* Efficiently and effectively manage available resources;
* Deliver their agreed targets;
* Work in a corporate and collaborative way with other services and departments.

1. nd professional competenceMaintain technical expertise and professional competence and conduct audits, risk assessments and investigations in complex or high-risk situations for their areas of responsibility. Provide clear policy and operational advice, guidance and support to the Head of Department in relation to the Unit’s functions to assist with decision-making.
2. hemeof delegation argets,Make recommendations on appropriate actions to be taken in accordance with Council policies and Scheme of Delegationand ps across the organisation,. Oversee the preparation of case reports incorporating recommendations regarding legal proceedings. Liaise with Council’s legal representatives and attend court to give evidence as required.

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1. and review systems and processesProduce management information reports, briefings, consultation responses, returns and all papers relevant to the service area as required. Prepare and present reports for Council committees and meetings and advise and brief Elected Members, where appropriate, on issues relevant to the work of the Unit. Attend Council and Committee meetings and represent the Council at public enquiries or other meetings, providing specialist opinion as required.
2. ManDevelop, manage and maintain information management systems for the service area and oversee information/ data handling and internal and external requests and communications within the service area, including with stakeholders, third parties and elected representatives.
3. Assist in the preparation of and manage and monitor budgets to ensure that the Unit’s objectives are met and ensure compliance with the Council’s policies, financial regulations and standing orders.
4. Deputise for and represent the Head of Department as required within their area of responsibility.
5. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.