

Job Description and Person Specification

Response Team Leader

A Lambeth to be proud of



Job Title: Response Team Leader

Department: Public Protection & Regulatory Services (PPRS)

Division: Growth and Environment

Grade: PO3

Reports to: Public Protection & Environmental Enforcement Manager

Responsible for: 5 Direct Reports within the Response Team

Context

Public Protection & Regulatory Services covers several key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector. Vital to this is compliance to public protection and environmental matters across the Borough.

As Response Team Leader, you will oversee the operational delivery of the service to provide an effective management of the public space of Lambeth including the enforcement of anti-social behaviour, littering, graffiti, fly tipping, fly posting, waste duty of care, public urination, dog fouling, and licencing on highways (unlicensed street trading). Ensuring compliance with the statutory provisions outlined within legislation such as the Highways Act 1980, ASB Crime & Policing Act 2014, London Local authorities Act 1990 (as amended) and Environmental Protection Act 1990. You will have effective leadership, interpersonal and communication skills.

Lambeth expects its leaders to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Public Protection & Regulatory Services to deliver the outcomes placed upon the division, ensuring flexibility of approach and a “can do” attitude.

Job Purpose

- a. To operationally manage the Response Service in Lambeth effectively and consistently, through the effective co-ordination, planning and delivery of relevant functions and take day to day operational responsibility for the delivery of services which comply fully with all relevant legislation and associated timescales.
- b. To lead the reactive Noise Service, through the provision of shift officers to engage, and take effective action to reactive complaints, liaising with other enforcement teams as required to provide evidence for complex cases, licensed premise reviews and multi-partner issues.
- c. The post holder will be required to take direct and proactive line management responsibility for assigned members of staff and to liaise extensively with internal and external partners to deliver effective services.
- d. The post holder will also be required to manage the delivery of regulatory functions in the area of public protection and environmental enforcement matters.

- e. To take an intelligence led data driven approach to coordinating partnership focused pan borough operations targeting hotspot locations, including weapon sweeps, on street enforcement and enforcement within public spaces.
- f. To take an intelligence led data driven approach to supporting the Public Protection & Regulatory Services priority of making Lambeth safer.
- g. Provide appropriate cover for the RES Environmental Enforcement and Neighbourhood Team Leaders, to ensure consistent, effective service delivery.
- h. The post holder will be required to take direct and proactive line management responsibility for assigned members of staff and to liaise extensively with internal and external partners to deliver effective services. The post holder will also be required to manage the delivery of regulatory functions in the area of public protection and environmental enforcement matters.
- i. To support and promote service improvements including systems and performance.

Responsibilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time including carrying out duties in emergency situations as required including out of hours.

Key responsibilities and tasks for this post are listed below:

- a. Supervise the Response team, devise and implement work programmes and maintain a balance between proactive and reactive work and be expected to manage potentially conflicting priorities which occur frequently due to public complaints, intensive programmed enforcement investigations and delivery of pan-borough crime and anti-social behaviour reduction and prevention initiatives.
- b. Assist the Public Protection and Environmental Enforcement Manager with the delivery of the relevant Public Protection and environmental enforcement statutory services and to ensure that resources are used effectively to tackle priority issues and achieve service outcomes.
- c. Play a lead role in ensuring the effective delivery of Environmental Enforcement, Nuisance, Highways, Waste Duty of Care and Anti-Social Behaviour and Crime Prevention services across the Borough.
- d. Develop performance management systems as directed by the Public Protection and Environmental Enforcement Manager and establish protocols designed to deliver continuous service improvement.
- e. Assist the Public Protection and Environmental Enforcement Manager with the management of all relevant partnership meetings, delivery groups and community forums.
- f. Manage the Council's reactive noise service, minimising the impact of noise disturbance and statutory nuisance on the citizens of Lambeth, managing the council's out of hour's responsive noise service, directing officers and conducting triage of calls.
- g. Provide technical advice on nuisance, environmental health, environmental enforcement, highways, duty of care and anti-social behaviour related matters to Senior Managers, Elected Members, citizens and other stakeholders.
- h. Oversee the successful design, delivery and evaluation of new and existing Public Protection standard operating procedures.
- i. Actively engage with residents, businesses and community groups as directed by the Public Protection and Environmental Enforcement Manager to establish local priorities and performance targets and inform the development of area based Public Protection initiatives.

- j. Represent the Service at Council Committees, regulatory groups, pan London networks and strategic forums as directed by the Public Protection and Environmental Enforcement Manager.
- k. To represent the service in a range of internal and external meetings in a clear, confident, and coherent manner both as chair and delegate, contributing to the meeting with up-to-date knowledge of individual cases, suggestions and inviting feedback as required.
- l. To share key attendees, notes and actions from internal and external meetings with management team.
- m. Assist the Public Protection and Environmental Enforcement Manager on specific geographical or problem-solving projects and to ensure that the appropriate measures are in place to deliver agreed activity and measure specific outcomes.
- n. Assist the Public Protection and Environmental Enforcement Manager to ensure that income targets set in relation to enforcement and regulatory services are achieved.
- o. Manage the production of high-quality prosecution case files and ensure compliance with service standards and statutory guidance.
- p. Participate in appropriate research and development activities which drive continuous service improvement as directed by the Public Protection and Environmental Enforcement Manager. Identify funding opportunities and potential sources of funding, co-ordinating, writing and submitting relevant bids on behalf of the service.
- q. Co-ordinate and evaluate the delivery of planned 'out of hours' monitoring, enforcement and case management activity.
- r. To ensure robust processes are in place to issue Fixed Penalty Notices and take enforcement action, and that subsequent interviews or cautions are conducted in accordance with the Police and Criminal Evidence Act 1984 for environmental offences.
- s. Where required to act as a professional witness in support of any legal action taken by the Council to address offending behaviour or non-compliance with statutory regulations.
- t. Manage and evaluate the delivery of internal and external service level agreements, influencing and negotiating with our external partners and colleagues across the council.
- u. Contribute towards the completion of the required statutory risk assessments in respect of Public Protection related policy, procedure and practice as directed by the Public Protection and Environmental Enforcement Manager.
- v. Work flexibly in undertaking the duties and responsibilities of the post as directed by the Public Protection and Environmental Enforcement Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- w. To undertake up to 21hrs a month mandatory paid overtime OOH (out of hours) activity in line with service requirements.
- x. To deal with and respond to any escalated customer complaints in line with the Corporate Complaints procedures, as well as contribute to responding to freedom of information requests and external bodies complaint processes.
- y. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- z. To fully participate and undertake the personal appraisal of staff, to recruit, manage and supervise staff in line with the council employment procedures.
- aa. Carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- bb. The post holder is required to hold an enhanced DBS certification from the Disclosure and Barring Service.

PERSON SPECIFICATION

| | | | |
|---|----|--|----------------------------------|
| <p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p> | | | Shortlisting Criteria |
| <p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p> | | | |
| Special | S1 | The post holder must hold a full UK driving licence to be able to attend events and meetings outside normal working hours, including early morning inspections, execute warrants (raids) and contribute to the Councils response to civil emergencies. | ✓ |
| | S2 | The post holder must be fit and well and able to undertake daily deployable duties including patrols and operational activity across the borough. | ✓A |
| Key Knowledge | K1 | Up to date knowledge of the relevant Community Safety and Environmental Protection legislative framework, including high level specialist knowledge of the provisions outlined within the Anti-Social Behaviour, Crime and Policing Act 2014, Highways Act 1980, part III of the London Local Authorities Act 1990 (as amended) and the Environmental Protection Act 1990. | ✓A |
| | K2 | Evidence of significant knowledge of professional practice and procedure in terms of the relevant areas connected to the role, including complex case management. | |
| | K3 | Sound working knowledge of the Police and Criminal Evidence Act, Criminal Procedure & Investigations Act 1996 and the Regulation of Investigatory Powers Act 2000. | ✓A |
| | K4 | Understanding of the political context of anti-social behaviour and regulatory enforcement of local government. | |
| | K5 | Ability to plan, manage and balance reactive and programmed work streams and meet performance targets both individually and for other team members. With the ability to work under pressure and have a flexible approach to changing work patterns. Ability to handle difficult situations in a sensitive and persuasive manner. | |
| Relevant Experience | E1 | Direct evidence of specialist experience of preparing technical reports, proof of evidence, briefing notes, statutory notices and prosecution bundles. | ✓A |

| | | | |
|----------------------|----|--|----|
| | E2 | Experience of working creatively with internal and external agencies to develop innovative solutions to complex problems and manage relationships with a range of stakeholders from public, private and third sector organisations. | |
| | E3 | Experience of successfully leading, supervising, coordinating and planning the work of staff groups responsible for a wide range of areas, ensuring performance management and meeting statutory requirements within a high performing area. | ✓A |
| | E4 | Experience of providing advice to Councillors, senior officers, partners and local groups on community safety and related issues and programmes, including presenting reports to meetings of senior Members and/or council officers, council committees, at public meetings and other groups and partnerships. | ✓A |
| | E5 | Experience of common Local Authority ICT systems with demonstrable experience of having used at least one commonly used Environmental Health database. Competent in the use of standard Office based computer systems and a range of common software applications and other information management systems. | |
| | E6 | Evidence of the ability to represent the Council's case in court situations. | |
| | E7 | Evidence of leading a high performing team that focuses on investigation, case management and enforcement of related areas. | |
| Qualification | Q1 | A professional qualification i.e. Community Safety Courses, Environmental Health or Law Degree, equivalent relevant technical related qualification or relevant professional experience of delivering similar front-line functions and experience and evidence of ongoing professional development. | ✓A |

CORE VALUES AND BEHAVIOURS



- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.



- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.