

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



# Head of Service – Enforcement & Building Control (SD2303)



<b>Job Title</b>	<b>Head of Service (Part 1) (to be coupled with relevant Part 2)</b>	
	• Head of Revenues and Benefits	(K SCP 41-44)
	• Head of Assets, Coast and Countryside	(L SCP 45-48)
	• Head of Housing & Community Safety	(L SCP 45-48)
	• Head of Environmental Health, Waste & Climate Action	(K SCP 41-44)
	• Head of Enforcement & Building Control	(K SCP 41-44)
	• Head of Development Management	(K SCP 41-44)
	• Head of Planning, Policy & Implementation	(K SCP 41-44)
<b>Service Area</b>	<b>Service Delivery</b>	
<b>Grade</b>	<b>As noted above</b>	
<b>Job Reference</b>	<b>SD2303</b>	

<b>Reporting to</b>	<b>Responsible for</b>
Assistant Director, Service Delivery	Staff within service team.

<b>Team Purpose</b>
To provide a range of timely and effective guidance, ensuring compliance, good practice, risk management and enabling the Council to deliver for its customers.

<b>Role Purpose</b>
<p>To provide effective, senior operational leadership with high standards of advice and support.</p> <p>Ensure compliance with statutory regulations, legislation, professional codes of practice, health and safety requirements and adherence to council policy.</p> <p>To enable the delivery of projects, interventions and initiatives and develop policies in-line with corporate and business plans.</p> <p>Ensure and develop appropriate levels of quality and specialist knowledge within the team so that high customer service standards are achieved, applying effective and timely performance management within assigned service area.</p> <p>Ensure that enquiries, complaints and cases are managed and completed at the appropriate level.</p> <p>Effectively manage service budgets, resources and performance to deliver priorities, providing regular reporting as required.</p> <p>Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focussing on communication, personal development and wellbeing.</p>
<b>Key Accountabilities</b>



- Working with teams across the council – provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and policy and have oversight of the end-to-end process or customer journey and related contracts.
- To develop and maintain effective working relationships between Members, key stakeholders and officers in relation to the Service Areas and allocated corporate priorities in consultation with the Assistant Director.
- Develop Service Plans, strategies and policies that set out current service priorities and future aspirations, ensuring the provision of professional services that meet customers' needs.
- Support projects and contracts that deliver corporate objectives working collaboratively with peers across the Council to achieve positive outcomes for the Council.
- Leading contributor to strategy, performance and quality control, service and financial and resource planning for service area.
- Provide operational leadership through vision, direction and support ensuring the provision of professional services that meet customer needs.
- Be accountable for team performance, risk management, FOI requests and complaint resolution and ensuring quality and compliance with national and local policies and legislation reporting on progress to the Directorate Management Team and Corporate Leadership Team as appropriate and preparing and presenting reports to council committees as appropriate and other internal and external meetings.
- Regularly monitor spend against financial plans/budgets throughout the year with a focus on value for money, adhering to policy around procurement, contract management and partnership delivery.
- Lead on recruitment and retention to minimise the number of vacancies and agency appointments, working with colleagues as appropriate.
- Ensure effective 2-way communication and feedback is promoted across all teams and important management updates are shared where appropriate.
- Lead the team to promote a culture of collaboration, innovation and motivation, with a focus on communication, personal development and wellbeing.
- Be a role model of the Core Values with an emphasis on praise, peer to peer feedback and recognition of achievements.
- Acting as a member of corporate project teams - providing specialist advice and input working collaboratively across the Council with internal and external stakeholders.



- For team members ensure personal, professional development is maintained to the required standards.
- Support the Assistant Director with the resolution of complex or contentious applications, appeals, complaints and inspections as appropriate reporting on progress to senior managers and elected members as necessary.
- Manage and resolve complex or sensitive contentious cases using specialist expertise and judgement, acting as a single point of contact for internal customers. Ensure escalation of more complex complaints to the Assistant Director to ensure appropriate reporting to the Corporate Leadership Team and elected members as necessary.
- Provide specialist advice and input to commissioning and contract management and challenging thinking where appropriate to enable a solution focussed approach.
- Advise and guide the team on aspects of all cases but specifically complex or sensitive cases/pieces of work.
- Exercise service specific delegated functions in accordance with the Council's Scheme of delegations, and in so doing ensure compliance with the Council's Standing Orders, Financial Regulations and Health and Safety requirements.
- Liaise with Team Leaders to monitor relevant information systems and make sure they are accurate and up to date, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and Council policy.
- Develop policies and process guidance which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services.
- Understand strategy, performance and quality assurance standards and service/financial planning requirements within own specialist area.
- Deputise for the Assistant Director, ensuring cover is provided in their absence.
- Be a member of the Directorate Management team and Council wide management team ensuring effective working relationships with colleagues to achieve outcomes for residents and the workforce

## Ways of Working

### Customer Service

Playing a leading role in championing the customer and a customer focussed approach to service delivery.



<b>Ways of Working</b>	
<b>Supporting corporate projects</b>	<p>Support projects and contracts within own professional area that deliver community and corporate objectives. Contribute to corporate initiatives across the Council.</p> <p>Provide specialist advice and input to corporate projects.</p> <p>Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p>
<b>Performance</b>	<p>Ensuring a focus on team performance.</p> <p>Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p>
<b>Budget management</b>	<p>Ensure the service budget is managed in accordance with legislation, Council policy and good practice, adhering to all reporting requirements and enabling best value for money for the Council.</p>

### **Person Specification**

<b>Qualifications</b>
<p>Degree/relevant qualification and/or extensive work experience in specialist field.</p> <p>Management or professional qualification or qualified by strong relevant experience.</p> <p>Evidence of Continuous and Professional Development (CPD).</p>

<b>Knowledge, Skills, Ability, and Experience</b>
<p><b>Knowledge</b></p> <p>Understanding of the governance arrangements for the service and the council.</p> <p>Working knowledge of legislation and developments in specialist area.</p> <p>Excellent understanding of good customer service.</p> <p>Continuous improvement and business process redesign.</p>



## Knowledge, Skills, Ability, and Experience

### Experience

Demonstrable expertise and experience across the broad remit of the role, having the ability to work at the level required for the lead role, supporting the Council's workforce agenda and day to day operations.

Significant experience of management, leading and ensuring professional practice and high standards of customer delivery, balancing strategic support and practical operational management.

Experience of effective staff management which is compliant with HR policy and process.

Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements.

Experience of process improvement ensuring all processes are fit for purpose meeting customer need.

Effective communication with stakeholders including internal and external customers, senior officers and Members enabling delivery of the role of trusted adviser.

Financial and commercial acumen with experience of managing budgets and resource management to ensure effectiveness and efficiency.

Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes.

Experience of attending formal meetings such as consultations or Council meetings disseminating information in an effective way.

Checking and signing off reports and work produced by the team ensuring feedback and ensuring team members can learn and develop within their role to aid career progression and address skills gaps.

### Skills and ability

Proven ability to manage staff in a hybrid working environment including setting clear targets and objectives and proactively managing workflow, priorities and performance.

Able to effectively manage own changing priorities in a fast-paced environment and plan workload to ensure deadlines are met.

Demonstrate excellent timekeeping and management of Outlook 365 emails and calendar appointments.

Sound organisational skills to ensure effective management of electronic and other information including diary management to ensure openness, setting an appropriate standard for the team



<b>Knowledge, Skills, Ability, and Experience</b>
<p>Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. GIS, Uniform, Academy etc.)</p> <p>Developed and effective verbal and written communication skills including providing compelling and factual reports, communications, and business cases</p> <p>Ability to identify risks and manage competing priorities for self and team</p> <p>Confident presenting skills to a wide range of stakeholders and remaining professional and composed under pressure</p> <p>Demonstrable ability to effectively manage teams remotely and through hybrid working</p>

<b>Special Requirements</b>	
<b>Emergency Planning</b>	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
<b>Election Duties</b>	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.

<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.</li> <li>3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.</li> <li>4. To support the council's equalities and diversity policies.</li> <li>5. To operate within the council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>
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## Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b>	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

<b>Leadership Competencies</b>	
<b>Providing Direction</b>	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
<b>Collaborative Working</b>	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
<b>Change Management</b>	Embracing change and continuous improvement for a more effective Council.
<b>Achieving Success</b>	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.





This job description will be subject to regular review and the council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
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# Head of Enforcement & Building Control

<b>Role Specific key accountabilities</b>	<ul style="list-style-type: none"> <li>• Ensuring quality and compliance with the management of completion certificates, enforcement notices, appeals and site visits</li> <li>• Proactively manage a personal caseload which will comprise predominantly of the more complex cases which may have an extensive history</li> <li>• Confident dealing with difficult or confrontational situations as well as explaining complex elements of planning law or building regulations</li> <li>• Acting as the professional lead role for Enforcement and Building Control, providing technical advice to members and support for officers presenting at Planning Committee and other Authority meetings as required (on-site where necessary)</li> <li>• Acting as expert witness at public inquiries and producing statements and proofs of evidence as required for appeals and court hearings</li> <li>• Support Planning Policy in the preparation and review of planning policies, design codes, and supplementary planning documents drawing on the experience of enforcing planning policies</li> </ul>
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## Role Specific Person Specification

<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to degree level in a relevant subject (e.g., Construction, Town Planning, Law, Surveying)</li> <li>• Eligibility for Membership of the Royal Town Planning Institute (RTPI) or equivalent including Royal Institute of Chartered Surveyors (RICS) or Member of the Chartered Institute of Building (CIOB), etc.</li> <li>• Fully qualified surveyor with full membership of RICS, CIOB or equivalent (Desirable)</li> <li>• Evidence of a commitment to continuous professional development (CPD)</li> </ul>
<b>Experience</b>	Experience of successfully leading, developing and motivating Planning Enforcement or Building Control teams, ideally in the public sector
<b>Knowledge, skills and abilities</b>	Broad based knowledge of Enforcement or Building Control with in-depth knowledge of relevant legislation and policies in one of these areas (e.g., Building Regulations 2010, Town & Country Planning Act 1990)



**Specific role requirements**

Some out of hours working to attend enforcement site visits or committee meetings for which TOIL and flexible working can be applied

