

**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT, CIVIC PRIDE & CLIMATE**  
**JOB DESCRIPTION**

**POST TITLE: Director of Public Protection**

**Grade: MG4**

**DIVISION/SECTION: Regulatory Services Partnership**

**Location: Various offices according to needs of service**

**Responsible to: Executive Director Environment Civic Pride and Climate**

**Responsible for: Management responsibility for a team (circa 130)**

**Date: April 2024**

## **1. MAIN PURPOSE**

- To provide strategic leadership for the council for all regulatory service functions, (currently serving Merton, Richmond and Wandsworth councils) and oversee the strategic development and commercial growth of the services, ensuring that services are delivered to a high quality to all residents.
- Services include:
  - Licensing (including alcohol & regulated entertainment, gambling, street trading, massage & special treatments, animal welfare, explosives, scrap metal, weighbridges, etc
  - Food Safety & Standards, including infectious disease control
  - Health and Safety
  - Trading Standards
  - Public Health & Nuisance
  - Noise Control
  - Scientific Services including air quality and contaminated land
  - Private Sector Housing Enforcement
  - Private Sector Housing Improvement
  - Safety Advisory Groups
  - Safety at Sports Grounds

- Mortuary Provision
  - Pest Control
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- To ensure that the Council's statutory duties with respect to these services are satisfactorily discharged.
  - Overall accountability for all budgets (circa annual spend of £7 million revenue per annum and £2m capital) pertaining to these services and ensuring that services are managed effectively and achieve best value.
  - Manage and develop strategy to ensure effective regulatory service provision for the London Borough of Merton, Wandsworth and taking account of all relevant political, social and resourcing factors. Advise lead officers and members on national frameworks and policy.
  - To deputise for the Executive Director for Environment, Civic Pride and Climate at Council and senior leadership meetings where required.

## **2. Core Accountabilities**

- To act as a role model within the Council and lead by demonstrating the organisational values in all that you do,
- To lead on ensuring your services have operation plans in place to deliver the Corporate Plan on time and to budget.
- To create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- To work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to deliver services, generate efficiencies and create synergies wherever possible.
- To lead, manage and develop staff so that they are capable of and motivated to achieve the corporate and service aims and objectives and support the organisational values
- To drive significant cultural change to deliver service excellence.
- To be accountable for service budgets to ensure they are well managed and kept within budget, and to have affordable plans in place to deliver the Medium-Term Financial Plan.
- Ensure that performance management is monitored and your service is fully compliant, and any remedial action is taken promptly and at pace.
- To manage your teams effectively, ensuring individuals are well-supported, diversity and inclusion is encouraged and performance is monitored.

- To ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.
- To undertake and be accountable for budgetary management within the controlled activities and balance budgets in accordance with Financial Regulations.
- To be responsible for equality, diversity and inclusion in service delivery and employment within the service and to work within relevant legislation carrying out Equality Impact Assessments where necessary.
- To ensure that strategic and operational risks are considered and that appropriate actions and/or reporting are put into place to manage these.
- To attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an emergency incident. This may involve receiving notification of emergency situations out of hours and to respond positively to these calls.
- All directors will be required to take part in the emergency rota as required.
- All directors are required to participate in elections.

### **3. DUTIES AND RESPONSIBILITIES**

- To have lead responsibility for all sport, culture, leisure, heritage and library services and to ensure that these services are delivered to a high standard.
- Responsible for developing strategy and policy in all aspects of service provision, advising and making recommendations to elected Members, the Executive Director, and other senior colleagues.
- Manage the operational delivery of these services ensuring a high standard of customer focus and taking account of the diverse nature of residents.
- To implement policies agreed by appropriate committees and to undertake business, performance and development planning processes and ensure regular monitoring and review.
- Be responsible for the selection, recruitment and deployment of staff within the Directorate, ensuring the implementation of Council policy. Ensure an appropriate management structure for the services and take

steps to ensure that staff are well motivated, effectively trained and supervised.

- Develop and facilitate and new and innovative partnership arrangements to further enhance service delivery. Develop and maintain productive relationships with any external providers in order to ensure that good value and quality can be obtained for Merton residents.
- Ensure effective communication and consultation with all stakeholders including ensuring that services are well publicised and used.
- Formulate annual strategic plans and ensure that relevant performance objectives are set.
- Ensure that resources are effectively used and take overall accountability and responsibility for managing all budgets pertaining to this Directorate. Manage capital projects in accordance with the Council's capital programme; monitor the procurement and delivery of construction and management contracts as the client officer.
- Undertake commissioning of services, where required, and ensure that all contracts are effectively managed.
- Be the Council's lead officer in dealings with external agencies relating to Regulatory Services, such as police, London fire Brigade, health authority, other local authorities, the Greater London Authority, Health and Safety Executive, Food Standards Agency and Government Departments
- Attend and represent the Council at committee meetings, public forums and liaison meetings with external bodies.
- Participation in/contribution to Senior Leadership and Departmental Management Team meetings regarding the management, development and promotion of all aspects of the Directorate.
- To perform other duties as may be required from time to time by the Executive Director of Environment, Civic Pride and Climate, commensurate with the general duties and grading of the post.

**4. Responsible for:**

Services – Regulatory Services for Merton, Wandsworth and Richmond  
Budget:

Revenue - Circa £7million per annum

Capital - £2m per annum

**LONDON BOROUGH OF MERTON**

**ENVIRONMENT, CIVIC PRIDE AND CLIMATE DIRECTORATE**

**PERSON SPECIFICATION**

**POST TITLE:** Director of Public Protection

**Grade:** MG4

**DIVISION:** Regulatory Services Partnership

**DIRECTORATE:** Environment, Civic Pride and Climate Department

**Location:** Merton Civic Centre plus numerous other locations within Wandsworth and Richmond

**Responsible to:** Executive Director of Environment, Civic Pride and Climate

**Responsible for:** Teams covering Licensing (including alcohol & regulated entertainment, gambling, street trading, massage & special treatments, animal welfare, explosives, scrap metal, weighbridges, etc, Food Safety & Standards, including infectious disease control, Health and Safety, Trading Standards, Public Health & Nuisance, Noise Control, Scientific Services including air quality and contaminated land, Private Sector Housing Enforcement, Private Sector Housing Improvement, Safety Advisory Groups, Safety at Sports Grounds, Mortuary Provision, Pest Control

**Post number:**

**Date:** April 2024

**Experience, Skills and Technical Requirements**

- Experience of delivering high quality services, which meet the needs of the community/organisation and have worked at a senior level or above
- Experience in developing a variety of strategies and evidence of successful implementations relating to service areas covered in this role.
- Experience of leading and managing culture change programmes with evidence of success.

- Demonstrable ability to lead services, which provide role models for managers and gives practical solutions to day-to-day issues
- Ability to engage and influence all stakeholders, including Community groups, clients/customers, Members, Senior leaders, managers, employees and staff groups.
- Ability to work at both strategic and operational levels, switching according to the needs of the community/organisation across multiple boroughs.
- Demonstrable experience of strategic and innovative thinking with a proven track record of delivering results against tight deadlines and stretching targets.
- Experience of leading a mixed team of both internal staff and technical, expert consultants and building an inclusive culture and team.