

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Head of Regulatory Services
Service Area / Team	Regulatory Services
Reports to	Chief Officer - Regulatory & Community Services
Grade & Annual Salary	Grade J - £66,873 - £73,623 plus £3,900 car allowance
Politically Restricted Post	Yes (Politically restricted – sensitive)
DBS Requirement	N/A

JOB PURPOSE
- To lead, manage and develop the Council's Regulatory Services (Environmental Protection, Environmental Health, Community Safety, Licensing and Transportation), ensuring effective delivery of statutory, regulatory and community protection functions across the district. - To provide strategic and professional leadership on regulatory matters, supporting members, senior officers, partners and communities with clear, risk-based advice. - To ensure the Council meets its statutory duties and delivers proportionate, transparent and customer-focused regulatory services. - To contribute corporately to service transformation, community safety, environmental quality, public protection and organisational resilience.

MAIN DUTIES AND RESPONSIBILITIES
Lead, develop and manage the Regulatory Service, directing resources to deliver efficient, resilient and high-quality regulatory, enforcement and community protection services.
Provide strategic leadership across relevant regulatory functions, including environmental health, licensing, community safety, environmental protection, food safety, commercial health, transportation and related enforcement activity as required by the Council.
Support the organisations through legislative, policy and operational change, including local government reorganisation, devolution and evolving national regulatory frameworks.
Analyse, interpret and provide proactive, risk-based professional and strategic advice on complex regulatory, environmental, licensing, enforcement and community safety matters.

• Implement service improvements, modern working practices and performance arrangements that contribute to the Council's corporate priorities and improve outcomes for residents, businesses and visitors.
• Contribute to the setting of the Regulatory Service budget, monitor expenditure and income, and ensure effective contract, grant and partnership arrangements that deliver value for money.
• Give clear written and verbal advice to officers and members on legislation, statutory guidance, enforcement options, regulatory policy and operational risk, including matters that may be complex, sensitive or contentious.
• Lead the development, review and implementation of relevant regulatory policies, strategies, procedures and enforcement plans, ensuring they are lawful, proportionate, evidence-led and aligned to corporate objectives.
• Oversee complex investigations, inspections, licensing matters, enforcement decisions and casework, ensuring appropriate governance, record keeping and escalation.
• Develop procedures, systems and digital approaches that strengthen regulatory compliance, service resilience, customer experience and operational effectiveness.
• Complete annual performance appraisals and regular 1-2-1 updates with direct reports.
• Attend Council, Cabinet, committees, panels, boards and partnership meetings in an advisory or lead officer capacity as required.
• Represent the Council with external agencies, regulators, emergency services, community partners and professional bodies, building effective relationships to deliver shared outcomes.
• Prepare and contribute to reports, briefings and decision papers for the Corporate Leadership Team, Council, Cabinet, Licensing Committee and other committees, often on complex or urgent matters.
• Provide expert guidance and assurance on regulatory governance, enforcement decision making, consultation, engagement, statutory duties, delegated powers, risk management, performance and compliance requirements.
• Ensure the service maintains effective arrangements for emergency response, business continuity, safeguarding, community risk and out-of-hours response where relevant to the service area.
• Develop and implement relevant service plans, policies and procedures for Regulatory Services, ensuring regular monitoring, review and alignment with wider Council priorities.

- Undertake any other duties appropriate with the role as requested by the corporate leadership team.

CORPORATE RESPONSIBILITIES

- Adhere to the Council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, Council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the Council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Head of Regulatory Services

Important Information for Applicants:

The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. **If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.**

Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential - A professional qualification to degree level in a relevant regulatory field. 5 Years post qualification experience in a senior regulatory role. - Evidence of continuing professional and/or management development	✓ ✓ ✓	✓	
	Desirable - Qualified Environmental Health Officer – B.Sc. (Hons) Environmental Health. - EHRB registration (Environmental Health Officers' Registration Board) or holds a Certificate of Registration on the CIEH Register. - Membership of the professional body, the Chartered Institute of Environmental Health. - Management qualification.	✓ ✓ ✓ ✓		
Experience and Knowledge	Essential - Demonstrable significant experience in the delivery of regulatory services in a Local Government context with considerable depth of knowledge of regulatory frameworks. - Knowledge of the key functions and processes within Environmental Health, Environmental Protection, Community Safety, Licensing and Transportation - Knowledge of the statutory duties relevant to the role. - Demonstrable experience of leading, managing and delivering at senior level. - Demonstrable experience of managing complex relationships at senior level. - Strong understanding of, and commitment to, robust governance. - Demonstrable experience of case management of complex cases. - Ability to make risk-based litigation judgements and articulate these clearly to enable sound decision making at a leadership and political level. - Demonstrable significant knowledge and experience of interpreting complex legislation	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

	and advising a range of audiences, including specialists and non-specialists. • Demonstrable track record of effective leadership and delivery at senior level which demonstrates the following qualities: • Taking corporate responsibility • Delivering results • Flexing style and responsive approach • Showing resilience and positivity • Motivating and empowering • Collaboration • Openness and honesty • Knowledge and experience of operating Microsoft Word, Excel and Outlook together with IT software such as CRM systems.	✓	✓	
	Desirable • Experience of leading and managing a professional regulatory team. • Experience of management of budgets and achieving value for money. • Experience of advising and reporting to local government committees.	✓ ✓ ✓	✓ ✓ ✓	
Skills and Abilities	Essential • Excellent written (including report writing), verbal presentational and communication skills with a wide range of audiences from senior leaders to employees across the council to elected members. • Excellent, highly developed interpersonal skills to build a high degree of credibility and presence to negotiate, influence, inspire confidence and respect with reason and tact enabling the development of networks within and outside of the council. • Negotiating and drafting skills relating to complex commercial documents. • Excellent analytical skills and an ability to retain information. • Ability to lead the Regulatory Services team with a strong, supportive leadership style that realises the full capacity of the team, fostering its talents and creating a positive, creative culture. • High level of political awareness and diplomacy, with an ability to operate with sensitivity in a political environment, providing professional advice confidently and tactfully with clear viewpoints and legal direction. • Ability to analyse and interpret management information and statistical data to identify trends, judge performance and to devise & implement service improvement strategies over the long term. • Ability to demonstrate political sensitivity and secure the confidence of elected members • The ability to work as part of a team and on own initiative. • Excellent organisational skills. • Excellent time management skills, with the ability to deal with conflicting demands on time and in a structured and appropriate way.	✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

	• Research skills. • The ability to manage team members through support, advice and challenge if necessary. • Strong interpersonal skills, with the ability to deliver a proactive service and continuously improve. • The ability to negotiate, influence and to be able to engender confidence, trust and respect. • Ability to carry out duties outside normal working hours as may be necessary including attending relevant council / cabinet / committee meetings and responding to emergency situations as part of the out of hours response service.		✓ ✓ ✓ ✓ ✓	
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