

Operational Manager Public Protection – Grade 16

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work. The role of Operational Manager within Public Protection is about working with residents, businesses, communities and partners to provide a safe and successful environment in which people can live and work safely and businesses can thrive and grow. You will have a key role supporting the Head of Service in determining strategies to drive forward key Public Protection initiatives. You will need to understand wider strategic ambitions and influencing agendas to be the Directorate lead on Environmental Health, Licensing, School Travel and have the expertise to provide leadership to your team and to other teams. You will be expected to exemplify our 'We're Kirklees' ways of delivering high performing services and in your approach and support to teams.

This role is based within [Economy and Infrastructure](#). Find out more about [working for Kirklees](#).

The Job

You will have a key strategic role delivering in partnership a co-ordinated Enforcement and Health and Safety Functions across the Environment service.

You will also lead teams delivering services including: Licensing, Environmental Health, Complex Enforcement, School Travel and Pest Control and have a lead role to develop strategies and implementation of changes which meet statutory duties and the right outcomes.

You will lead and oversee activity to ensure the service develops, delivers and implements a programme of projects and service activities within Public Protection. You will manage strategies to improve Enforcement and Health and Safety Functions and as HUB Manager you will oversee activities across the directorate, influencing delivery and effective management of changes, in addition to having direct responsibility for some change programmes.

You will direct and support team managers and staff in the delivery of functions. You will ensure the implementation of outcome-based activities to meet the needs of residents and businesses in Kirklees. Support a culture of high expectations will be important to ensure joined up services focus on excellence and delivering agreed outcomes.

Your expertise will require you to have the insight to work collaboratively and use relevant intelligence to lead, deliver or commissioning activity using matrix. Your accountability for performance management will require you to monitor and manage services within budgets, improvement targets whilst meeting required outcomes.

Job Checklist

- Provide strategic leadership to ensure Council and Public Protection priorities are delivered.
- Leads a team of managers and professionals, developing annual business plans and manage the operational delivery of several functions in order to deliver core objectives and statutory obligations.
- Lead, motivate and inspire staff and partners to deliver objectives to a consistently high standard.
- Allocate resources appropriately to support and ensure the delivery of objectives, intended outcomes and demonstrate value for money.
- Develop and implement service wide policies and strategies in relation to health and safety, data management, enforcement and communication to ensure effective service delivery.
- Partnership work, internally, externally, regional and nationally to develop and implement strategic aims.
- Have responsibility for the delivery and development of several service areas within Public Protection.
- Provide guidance, challenge and support to minimise risk.
- Ensure activities are monitored and changes are tracked so that expected outcomes are achieved.
- Ensure strategic policies and procedures in relation to safeguarding, including Child Sexual exploitation for Public Protection are embedded within practice. Be the Service lead for Safeguarding for the Directorate.
- Support the development of a commissioning culture developing outcomes to meet appropriate priorities.
- Work closely with senior management on sensitive issues or work with Councillors, marketing and communications.

Please see your responsibilities related to [safeguarding](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. We are looking for exceptional leaders with substantial Public Protection experience and knowledge, alongside a passion for developing Environment Services in Kirklees. You will represent the Council regionally and nationally ensuring that Kirklees develops and maintains positive results with a range of stakeholders.

With enthusiasm, desire and drive you will think strategically and creatively to achieve the challenges ahead. You will also have a clear understanding of the local political environment and be creative in the best use of resources to deliver outcomes and meet the challenging needs of the Public Protection Service and the wider needs of the Economy and Infrastructure Directorate

Working collaboratively, communicating and consulting with colleagues within the Council, stakeholders and elected members in order to develop and maintain effective working relationships and partnerships. As a leader in the service you will be skilled in challenging and influencing at all levels.

Your leadership skills and reputation for delivering excellence will motivate those you work with and your team and enable individuals to maximise their contribution to Public Protection.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council manager within the organisation. This role is at level 3. Please read our [Behaviours and Expectations](#).

Person Checklist

- Recognised technical expertise and substantial experience in at least one discipline which supports Public Protection, such as Licensing, Health and Safety, Pollution, Food Safety, School Travel including relevant legislation (evidenced through qualifications and/or experience).
- Have substantial experience of successfully leading and managing multi-disciplinary teams including matrix management.
- Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.
- Understanding of wider issues in local government, partner organisations, public and private sector agendas relevant to Public Protection.
- Ability to identify, reassess and prioritise resources effectively, in a context of competing demands.
- Excellent people leadership skills, strong sense of doing what is right for residents and fair and transparent dealings with businesses.
- Demonstrate commitment to performance management and productivity to meet council's priorities.
- Proven ability and experience in designing, developing and implementing strategies and plans.
- Thorough understanding of health and safety and how it relates to Public Protection and the wider Directorate to ensure safe systems of work are in place.
- Experience of successful delivery of outcomes, management and service delivery to timescales and within budgets.
- Educated to degree level or equivalent in a public protection related subject and demonstrate ability to produce, prepare and present and understand and interpret technical reports.
- Accepts this post is politically restricted.
- Prepared to work flexible and participate in standby

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate how you meet the Person Checklist