

Role Profile

Role Title	Service Director: Regulatory & Operational Services	
Reference Number/Grade	0014	SD1
Directorate	Community, Place & Economy	
Department	Regulatory & Operational Services	
Reports to	Executive Director: Community, Place & Economy	

Role Purpose

Lead services to achieve targeted results, priorities, and statutory requirements. Accountable for delivery, effectiveness, and community outcomes the role is critical to the achievement of change and performance. The focus is on driving financial stability and performance by translating strategy into successful service delivery and delivering excellence for the residents of Somerset.

Leads the strategy and delivery for Regulatory & Operational Services which represent a large and diverse portfolio, delivering high-profile front-line services for the Council.

Corporate Accountabilities

- Ensure the service/function(s) uses all available resources in the most efficient and effective way that represents excellent value for money, managing department budgets and ensuring services are continuously improved to see if they can be delivered in a more cost effective and streamlined way.
- Work with other senior leaders to shape and develop a high performing and inclusive organisation, delivering an excellent service for the residents and communities through an ambitious, integrated, and successful service/function(s).
- Lead considerable change and transformation across services, while ensuring continuity in performance, financial constraints, and statutory obligations.
- Inspire, motivate, and develop leaders and staff in the portfolio, to create an empowering, enterprising, collaborative, and listening organisation that enables staff to perform at their best and therefore both deliver excellent services to residents as well as retain and attract the best talent.
- Work corporately to remove barriers and enable staff to be entrepreneurial and innovative, and work with stakeholders across departmental and organisational boundaries to co-design inclusive and joined-up services that are efficient, effective, and meet the requirements of residents and communities.
- Align portfolio with the Council's strategic priorities, developing annual plans and ensuring resources (staff, resources, assets) necessary to achieve objectives against priorities with appropriate consideration for medium-term requirements.
- Negotiate and collaborate with citizens, Members, other Council departments, and external stakeholders to develop joined up solutions that effectively serve Somerset and its citizens.
- Act as a Place Leader, creating an environment in which the Council can jointly design, commission (if required), and deliver outcomes with partners, by unlocking barriers and monitoring the success of these partnerships.

- Serve all Members and work with the Cabinet and the relevant Cabinet Member as the Council's expert within the portfolio area and provide advice, guidance, clarity and insight into functional delivery and performance.

Portfolio Accountabilities

- Lead and manage regulatory services such as Environmental Health and protection, trading standards, licensing as well as private sector housing to ensure effective discharge of statutory responsibilities, keep communities safe and protect the health and economic well-being of the communities of Somerset.
- Accountability for Regulation of Investigatory Powers Act 2000 (RIPA), Registrars, and the Coroner's service ensuring sufficient support for an effective service.
- Accountable for the delivery of the Council's duties as Coast Protection Authority and Port Health Authority to mitigate risk to communities throughout Somerset.
- Ensuring that the Council provides an effective waste and street scene service that improves the quality of life for residents and makes Somerset an attractive place to live and work.
- Lead the process for improvement programmes and projects across cemeteries and crematoria services, from concept through discovery, prototyping, development of business cases, mobilisation, and implementation, to continually improve the locality and the offer to its residents, communities, and visitors.
- Accountability for Facilities Management & Assets Compliance (General Fund)
- Accountable for Customer Operations & Lifeline
- Accountable for Building Control
- Identify trends and developments in Regulatory and Operational Services, anticipating future issues, promoting innovative new approaches that illustrate an understanding of the 'system wide picture', and positively challenging current thinking to deliver better services and outcomes for Somerset communities.
- Lead the integrated delivery, improvement, management and performance of the portfolio, commissioning and directing activity within the Council and externally as required.
- Evaluate risk and make changes to established plans to react to significant business challenges, opportunities, or threats

Knowledge / Skills / Experience required

- Seasoned professional in area of expertise, with a breadth of understanding of all areas that the role covers.
- In-depth understanding of regulations/legislation and best practice within their area of specialism and the wider sector. Understanding of national and local government developments, policy, and emerging trends.
- Experience of driving the delivery of a directorate within a complex and diverse organisation, and guiding constant change and transformation, establishing a mandate for change, and inspiring the workforce to improve.
- Strong experience of leading diverse and multifaceted teams at a senior level, bringing activities together to achieve an aligned objective.
- Experience of working with key stakeholders including other public bodies and government.
- Strong commercial acumen and financial management skills.
- Ability to use deep personal understanding of the agendas or motivations of others to keep them positively engaged, building behind the scenes support for ideas and initiatives.
- Ability to recognise and make use of alliances/relationships to gain support for the Vision and Plan for Somerset.
- Excellent knowledge of the impact of underlying demographic, social or political drivers, and understands the formal and informal politics at the regional and national level and what this means for the Council.
- Evidence of cultivating a high-performance, cost-effective culture, which delivers outstanding outcomes, through a variety of mechanisms, including structure, working methods, contracts, etc.

Dimensions of role

- The role will lead a large, complex, and highly visible service for the Council, developing a vision and leading strategy.
- Significant financial oversight as part of the role, managing an annual budget of up to c. £XXm. In addition, there may be capital budget responsibility of up to c. £XXm per annum.
- Department headcount is XXX.
- Planning will be over a multi-year horizon.

Working Conditions

- Working conditions do not have a material impact on the nature of the job once all reasonable actions have been taken to moderate or eliminate them.

Working Arrangements

- The role is politically restricted.

Date	01/05/24
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