

JOB DESCRIPTION

Job Title	Director for Transport and Regulatory Services
Position Number(s)	
Department	Environment and Communities RBKC
Section or Service	Transport and Regulatory Services
Grade	

DESIGNATION:

Responsible to:	Executive Director for Environment and Communities, RBKC
Employees directly supervised (if applicable):	Up to 6
Family Tree:	

Introduction to the role

Kensington and Chelsea is a high performing unitary authority at the heart of one of the world's greatest cities. The responsibilities of the post make a critical contribution to the quality of life, and safety, of the borough's residents.

This role is vital in driving a joined-up engagement and enforcement approach across our streets, parks and estates as well as keeping the public safe through appropriate regulation of businesses and the private rental market.

The Director will also have some responsibility for overseeing Parking, the largest income generating service in the Council and one of the largest contracts.

It is an exciting, new role where the postholder will have the opportunity to reshape the services.

1. JOB PURPOSE:

- 1) To be principal advisor to the Council, and to the relevant Lead Member
- 2) To ensure the Council's administrative processes are swift and secure
- 3) To execute efficiently those policy and other changes decided by the Council
- 4) To play a full part in the management of Environmental and Communities Department and lead teams covering enforcement and engagement functions, regulation of businesses, and management of a major contracts.

2. DESCRIPTION OF DUTIES:

- 1) High level, professional advice to Councillors
- 2) Ensure Lead Members and the Chair of the Licensing Committees are provided with information and briefings, options appraisals and professional advice.
- 3) Be the Council's principal advisor on an agreed range of professional issues including Environmental Health, Traffic and Highways Management.
- 4) Lead on the implementation of major initiatives which will improve the borough as a place to live, work and visit. To be responsible for the prudent and effective management of the capital and revenue budgets and other resources available in accordance with the Council's financial regulations.
- 5) Plan, direct and quality assure the work of the directorate.
- 6) Oversee the services dealing with enforcement/engagement (including Parking), regulatory services, and services provided to businesses
- 7) Drive delivery of the Council's main services within budget and agreed timetables.
- 8) Contribute to the corporate management of the Council and to the discussion of policies affecting it.
- 9) Ensure staff and service performance is well managed, continuously improves and that comprehensive accountability systems are maintained and respected.
- 10) Take a share of the general management work of the Council, as part of the senior officer leadership team, leading and directing programme and project management as agreed.
- 11) Ensure staffing arrangements are very well managed and staffing resources are efficiently and effectively deployed either through direct staffing or under contract with others.
- 12) Ensure the Council's commitments to fair, non-discriminatory and progressive personnel priorities are implemented.
- 13) Act as an ambassador for the Council's work in general and of these set of services in particular.
- 14) Ensure the Council is well represented in relevant professional debates in London and nationally.
- 15) Ensure that our standards of work to consult and communicate with the public and with public representatives are exemplary.
- 16) This post would need to be reasonably available for regular meetings with local residents to facilitate discussions over the formation of new policy.
- 17) The successful candidate should be able to use examples of successful solutions elsewhere with a thorough understanding of this Council's approach, post Grenfell.

Corporate Role:

1. To deputise for the Executive Director as necessary.

2. To participate fully as a member of the Management Team (DMT) and to the development of the full range of universal services to residents.
3. To act as an advocate and ambassador for the Council through promoting its leadership and management competencies and building a positive corporate reputation in a range of external environments
4. To be committed to the promotion of Policies on Equal Opportunities and of the role of the service in challenging discrimination and disadvantage and promoting opportunity.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

3. DIMENSIONS:

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Director for Transport and Regulatory Services
-------------------	---

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give ex-

ample questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications To hold a relevant professional qualification to act as the senior professional for highways and regulatory services, ensuring that local provision reflects the council's priorities as appropriate and meets statutory and other national standards, delivering to the highest possible quality within the available resources.

C Skills; Experience and Attitude

- A track record as a great manager of people.
- A track record in transforming services, and putting the resident first and foremost
- The ability to inspire confidence in a wide variety of audiences.
- The ability to learn quickly; to ensure professional knowledge is constantly refreshed; to advise others in a concise, sensitive way with unimpeachable integrity.
- High standards of ability in verbal reasoning and numeracy.
- Evidence of ability to think creatively; to originate beneficial change and to deliver improvements through management actions.
- An ability to communicate practice and policy to a diverse community.
- Significant experience of any of the following
 - Enforcement and engagement services across streets, parks and/or estates
 - Provision of Regulatory services
 - Managing large contracts
 - Developing and managing large income streams
- Significant experience of the management of a staff group with multiple layers of responsibility. Experience of robust budget control and demonstrable expertise in the delivery of demanding work programmes.
- The successful candidate will have experience of or demonstrable and well-founded confidence in his or her ability to work in a political environment and demonstrable experience of public policy
- A working knowledge of current legislation relating to enforcement and regulation of businesses
- A working familiarity with current themes and policies affecting the services
- The appointed candidate will put residents at the heart of enforcement and engagement services, providing a joined up customer experience.
- The candidate be a good ambassador for the Council.
- The candidate must show a suitable commitment to our new values and behaviours, including its commitment to provide relevant, excellent services to its diverse population.
- The candidate will be expected to show creative drive and convince of their ability to get things done in a way which balances courtesy, sensitivity, resilience and persistence.
- The candidate will have good commercial skills, with the ability to develop and manage significant income streams

Our Values & Behaviours	
D	<ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

<p>F</p>	<ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
<p>G</p>	<ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.