

## Job Description

<b>JOB TITLE:</b>	<b>Head of Integrated Enforcement</b>
<b>GRADE:</b>	<b>P</b>
<b>POST NUMBER:</b>	F021100199
<b>DIRECTORATE:</b>	<b>Communities</b>
<b>SERVICE:</b>	<b>Public Protection and Integrated Enforcement</b>
<b>RESPONSIBLE TO :</b>	<b>Director of Public Protection and Integrated Enforcement</b>
<b>RESPONSIBLE FOR:</b>	<p>Providing leadership and direction for the Enforcement Operations Service, Environmental Services and ASB Service.</p> <p>Responsible for circa 85 staff with direct line management for ASB Manager, Enforcement Operations and Partnership Manager, and Environmental Services Manager.</p> <p>Responsible for the Tower Hamlets Task Force (police partnership) of c.24 police officers and sergeants.</p>
	<p><b>This post requires a DBS check</b></p> <ul style="list-style-type: none"> <li>• <b>Enhanced with Barred list check (Both Adult and Child Workforce)</b></li> </ul> <p><b>This post is not politically restricted</b></p> <p><b>This post does not attract essential/ casual car user/ travel allowance</b></p>
<b>JOB SUMMARY:</b>	<p>This senior leadership role involves strategic delivery, responsibility and oversight of a range of specialist and statutory regulatory services, including anti-social behaviour, enforcement, and crime reduction programmes and service provision. Oversee the management of a range of multi-disciplinary on street Enforcement, ASB Investigations, ASB related to tenancy, estates and LBTH non-housing, CCTV Services, Partnership Intelligence, Data and Insights, as well as Environmental Services. To provide senior management direction and advice on all matters relating to crime, anti-social behaviour, and statutory enforcement</p>

related legislation. To provide tasking and operational oversight of council funded police teams.

The role will operate as part of the senior leadership team of the Public Protection and Integrated Enforcement Division and as part of the extended senior leadership team of the Communities Directorate.

Providing a responsive, customer and resident facing service is a key part of leading the service. The post-holder will be required to oversee improved performance and outcomes particularly in key service areas such as anti-social behaviour reduction, CCTV, Environmental Services (enforcement), Animal Warden Service, operational enforcement, and business-related statutory compliance. The post-holder will be expected to identify and develop commercial opportunities. The post holder will also be required to ensure that the service contributes to the wider community safety objectives including reducing resident's perception of crime and ASB and delivers on the outcomes within the Council's Strategic Plan and the priorities as set out in the statutory Community Safety, Crime and Disorder Plan. The postholder will all be responsible for overseeing the work of the CCTV Transformation Programme.

Therefore, the post holder will need to have detailed technical knowledge and understanding of appropriate legislation including but not limited to:

- Crime and Disorder Act 1998 – Requires local Police and Justice Act 2006
- Serious Violence Duty (Police, Crime, Sentencing and Courts Act 2022) strategy.
- Anti-social Behaviour, Crime and Policing Act 2014 – including the following powers
  - Public Space Protection Orders (PSPOs)
  - Criminal Behaviour Orders (CBOs)
  - Community Protection Notices (CPNs)
  - Closure Orders
  - The Community Trigger and Community Remedy
- Public Order Act 1986.
- Licensing Act 2003
- Gambling Act 2005
- Environmental Protection Act 1990

The postholder will also be aware of appropriate legislation in relation to Safeguarding and Vulnerable Persons, Counter-Terrorism & Extremism and Housing and Homelessness

<b>ROLE REQUIREMENTS:</b>	
1.	To provide strategic leadership, direction and managerial oversight to the Public Protection and Integrated Enforcement functions i.e. CCTV, Partnership Intelligence, Data & Insights, operational enforcement, and ASB case management, investigation and triage services, environmental enforcement services, ensuring full compliance with the relevant legal duties and legislative framework.
2.	To lead the council's police partnership including the commissioning, operational tasking and deployment and performance of the council funded police team working with the senior police officers within accordance with the s92 (Police Act 1999) agreement
3.	To oversee the effective management of the pan-borough operational Community Safety (CSAS) accredited enforcement teams and to lead the delivery and development of the council's CCTV service.
4.	To determine the effects of changes in policy, legislation, regulation, Codes of Practice and guidance and manage compliance and regulatory audits on behalf of the Council.
5.	To take responsibility for the strategic development and improvement of the CCTV Service and Tower Hamlets Enforcement Service (THEO) with a strong emphasis on long-term financial viability in accordance with the Council wide approach towards delivering inclusive growth.
6.	To develop and oversee ongoing citizen engagement programs like neighbourhood management, to provide local residents, community groups and businesses organisations with an opportunity to influence community safety related strategy, policy and operational service delivery.
7.	Represent Public Protection and Integrated Enforcement at Council Committees, networks, workshops, trade exhibitions and forums to promote the Council and raise the profile of the service and the Borough.
8.	To develop, implement and continually review the Directorate's policies, strategies and procedures relating to the Service functional areas in response to legislative changes, Member's priorities and demands for service from members of the public
9.	To liaise at Chief Executive and Borough Commander Level

	with partner agencies, including central government agencies on behalf of the Borough and the Community Safety Partnership.
10.	To convert community safety related strategies into operational reality, spearheading improvements to embed outcome focused problem solving and implement locality-based strategies to reduce crime and disorder in the borough.
11.	To take overall responsibility for the effective delivery of a wide range of Public Protection and Integrated Enforcement related operational services, programmes and projects.
12.	Take a lead senior management role in developing and maintaining effective partnerships with key council partners, statutory bodies, business groups, residents and community organisations.
13.	To ensure co-production of solutions to problems affecting residents is a key approach adopted by all the teams across the whole service.
14.	To determine and advise on the effects of changes in policy, legislation, regulation, Codes of Practice and guidance and manage compliance and regulatory audits on behalf of the Council.
15.	Undertake equality, crime impact and risk assessments in respect of policy, procedure and practice and provide detailed advice and guidance to ensure compliance with section 17 of the Crime and Disorder Act.
16.	To provide expert knowledge, direction, guidance, support and advice to elected Members, Directors, Council officers, partner organisations and the public to enable management of effective services and related issues based on intelligence, evidence and a thorough understanding of policy, legislation, risk and threat management, and best practice.
17.	To take lead responsibility for the development and commissioning of Integrated Enforcement Service related activities, CCTV Service, oversee contractual payments and performance management of high value contracts. To ensure all procurement and commissioning activities are conducted with the relevant legislative and statutory requirements.
18.	Evaluate all commissioned partnerships and contracts and ensure they are providing best value and delivering effective outcomes.
19.	To be innovative in approach to the development of services,

	utilising new and existing data to inform service delivery and commissioning.
20.	Represent Public Protection and Integrated Enforcement at council committees, networks, conferences, workshops, trade exhibitions and forums to promote the council and raise the profile of the service and the Borough by building relationships and speaking at local and national conferences to impart specialist knowledge, local successes and good practice in the borough.
21.	To play an active role on specific cross departmental / and corporate initiatives.
22.	To harness the opportunities of ICT to develop services and to implement best practice in customer care and web enabled service delivery to residents and businesses.
<b>CORPORATE RESPONSIBILITIES</b>	
23.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
24.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
25.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
26.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
27.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
28.	Adherence to the council's commitment to the health, safety and welfare at work policy
29.	To deputise for the Director of Public Protection and Integrated Enforcement and attend public meetings/forums as and when required.
30.	To provide cover for the roles of Head of Public Protection and Head of Substance Misuse as and when required.
<b>PEOPLE</b>	

31.	To lead, manage and motivate staff within the service ensuring the required standards of behaviour, performance and attendance are consistently achieved, using the appropriate personnel procedures where and / or when necessary, with an emphasis on the council's values and behaviours
32.	To represent the Council and Directorate when required on Corporate Strategic and Policy work streams and working groups acting as an ambassador of the service, directorate and council
<b>FINANCE</b>	
33.	Ensure the effective financial management of the Division, including monitoring and control of capital and revenue expenditure; prepare budget proposals and strategies which make full use of potential partnership arrangements, external funding opportunities and income generation.
34.	To apply the relevant financial and resource management processes and procedures to ensure the effective management of a range of Community Safety related service budgets and oversee the development and submission of a wide range of internal/external funding submissions designed to address service priorities and key community safety issues
35.	Ensure effective financial planning across the division and to identify opportunities within the Division to achieve ongoing improvements to the productivity of the service and to maximise the reduction in the costs of all service provision.
36.	To deliver cost effective, high quality, responsive services within the resources made available to the Council and to develop partnership arrangements to deliver integrated service provision with a range of partner agencies.
37.	To manage all allocated financial resources, including the development and compilation of budgets and estimates, ensuring all income is maximised and appropriate control over expenditure is exercised at all times so that budgetary targets are met, and that Council's financial regulations are complied with
38.	To ensure all contracts and commissioned works are devised, tendered, let, implemented and managed in accordance with statutory provisions (where appropriate) and financial regulations ensuring value for money is always maximised

39.	Negotiate, agree, deliver and manage all externally funded services in accordance with contractual obligations to the satisfaction of the client.
40.	To identify and deliver innovative opportunities to commercialise services, reduce operating cost, income generation and secure additional funding (including grants) to support the council's Medium Term financial Strategy
<b>SERVICE</b>	
41.	To constantly monitor and review the structures and functions of the Service to ensure the aims, objectives, key performance targets of business, service plans are achieved to the required level of quality and quantity
42.	To regularly liaise and consult with Government Departments, external bodies, voluntary agencies and user groups when the post holder will represent, act and take decisions on behalf of the Council, and develop innovative and creative responses and work programmes to fulfil service objectives in a cost-effective way.
<b>PERFORMANCE</b>	
43.	To lead, direct, supervise, manage, advise and support the work of the teams in accordance with Council procedures.
44.	Responsible for the management and implementation of the Council's My Annual Review process across the Service through the establishment and development of standards / targets ensuring these are monitored and met within agreed time scales.
45.	To be responsible and lead, in conjunction corporate colleagues, on the development, maintenance, monitoring and review of Council policy and strategy on relevant areas and advising elected Members and Corporate Directors as appropriate e.g. related to Anti-Social Behaviour, enforcement, environmental services, ASB housing related matters.
46.	To co-ordinate the review of service policy, practice and procedures initiating changes where necessary ensuring the most recent and best practice is developed specifically to meet the changing needs of the residents of the Borough
47.	To prepare, develop, implement and monitor annual service plans for all services provided by the Division in a manner that maximises available resources and which achieves high quality, high-performance, cost-effective services, taking any

	remedial action necessary.
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**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

## Person Specification

Person Specification for the Post of Head of Integrated Enforcement		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent or demonstrable management experience at a senior management level.</li> <li>• Evidenced experienced of local authority responsibilities and partnership working relation to crime, ASB reduction, environmental and other related legalisation.</li> <li>• Detailed knowledge of a range of issues relating to current Government policy on regulation, codes of practice and the role of local government and strategic partnerships.</li> <li>• A sound working knowledge of ASB Crime and Policing Act and a broad range of tools and powers used to tackle crime, environmental crime and ASB.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Evidenced experience of the delivery of a range of operational and/or regulatory services at a strategic level.</li> <li>• Experience in relevant policy and strategy development</li> <li>• Experience in the management of a team at a senior level, including the development and support of staff and driving performance</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>I</p> <p>A/I</p>

	<ul style="list-style-type: none"> <li>• Experience of establishing the mechanisms to manage risk and take accountability for decisions in complex and high pressure situations</li> <li>• Experience of providing advice to elected members or members of a board on decision making issues both verbally and in writing</li> </ul>	E	A/I
		E	I
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>		<b>They are aligned to the organisation's five TOWER Values</b>	
We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p><b>Building relationships</b> Builds effective alliances with a wide range of stakeholders and partners to achieve better outcomes.</p> <p><b>Making it a better place to work</b> Visible, approachable and takes steps to shape a positive working culture across the council and with partners.</p>	E	A/I
		E	A
We are <b>OPEN</b> and transparent	<p><b>Communicating clearly</b> Connects the 'bigger picture' to audiences' own values, goals and ideas.</p> <p><b>Managing change</b> Strongly facilitates with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets.</p>	E	A/I
		E	A
We are <b>WILLING</b> to challenge, innovate and be accountable	<p><b>Being accountable</b> Takes accountability for leading the organisation in being ambitious and delivering high standards.</p> <p><b>Improvement and Innovation</b> Leads the way and encourages others, so they achieve continuous</p>	E	A/I
		E	A

	improvement with measurable benefits.		
We empower each other to be <b>EXCELLENT</b> and go the extra mile	<p><b>Having purpose and personal motivation</b> Get others excited about Tower Hamlets vision, strategy, values and goals and how they can make a difference.</p> <p><b>Being empowered</b> Delegates decision-making where appropriate, whilst supporting and managing organisational risk.</p>	E  E	A/I  A
We <b>RESPECT</b> all communities; they are the heart of everything we do	<p><b>Respecting diversity and being inclusive</b> Seeks ways to harness the opportunities presented by the diverse workforce and community.</p>	E	A/I
<b>Additional Requirements</b>	<p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p>	E  E	A  A