

Regulation Standards Manager

Department:	Infrastructure, Housing and Environment
Division:	Regulation
Reports to:	Head of Environmental and Consumer Protection or, Head of Land and Development
JE reference:	IHE 1014
Grade:	Civil Service 13

Job purpose

Responsible for directing and overseeing the operational delivery of regulatory services through a specialised team of either Housing and Nuisance, Food, Plants and Pesticides, Trading Standards, Pollution Control, Public Health, Community and Licencing or Building Standards. To assess whether activities within these regulated areas comply with a portfolio of legislation within their specialism. Managing appropriate licencing and permitting activities. Where a clear legal breach has taken place, this post is responsible for leading their team in taking appropriate action in line with the sections enforcement policy ranging from persuasive compliance, advice and guidance through to prosecution where deemed appropriate. The post is responsible for the development, review and monitoring of appropriate policies and procedures, that these are demonstrable, and staff work within these frameworks at a team, section and department level.

Job specific outcomes

Work with the Head of Service and other Managers by contributing to the development of strategy, policy, legislation and service delivery in line with government and island wide priorities. Ensuring these meet local requirements, informed by management information, changes in local and international legislation, standards and codes of practice to protect islanders.

Lead the team within their respective discipline (e.g. Officers, Senior Technician and Technical Support Officers) in providing expert advice and guidance on their specific area of responsibility, as well as effective methods of delivery. Contributing towards their professional development and meet performance targets as identified in the Directorate's business plan.

Encourage partnership working with other Government Departments, Regulation Teams and Partner Organisations.

Encourage a culture of continual improvement, by proactively engaging and contributing to procedural reviews led by the Head of Regulatory Improvement to ensure the continual improvement of services, in terms of efficiency and performance to optimise customer experience.

Maintain expert understanding of the relevant Laws, Orders and precedents set through previous cases to understand and advise on potential breaches that may have occurred. Liaising with other relevant experts within the Regulation directorate, Natural Environment and the Law Officer's Department to help inform on the appropriate course of action.

Ensure the efficient operational response to requests for service or reports of incidents where it is believed there has been a breach in legislation or licensing condition Co-ordinating resources and activities to assess, identify and advise on possible remedies. Work with key stakeholders to resolve complaints, and where necessary involve others or to exercise legal powers of enforcement under the law.

Provide specialist professional / technical advice and guidance to the Minister in drafting or amending Laws, policies and regulations, aimed at improving standards to ensure Jersey's regulation laws and policies keep pace with social, cultural and political change.

Support and advise other team members, particularly when dealing with complex or unusual complaints / issues, using professional judgement and experience to reach a satisfactory conclusion. Acting or identifying other expert witnesses where deemed appropriate.

Notify the Head of Service on referral to pursue formal action. This should be in line with regulatory guidelines, standards and policies, internal departmental processes and documentation.

Where formal action is pursued, prepare case files with full regard to the local Police Procedures and Criminal Evidence Law, associated Codes of Practice and the Criminal Justice (Evidence and Procedure) Law. Attend Court, brief the prosecution and take part in formal interviews under caution and representing the team in appeals or formal complaints boards.

Lead on initiatives and projects to drive up standards and change behaviours through persuasive compliance or where a regulatory approach is not an option or available.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- Housing and Nuisance, or
- Food, Plants and Pesticides, or
- Trading Standards, or
- Pollution Control, or
- Public Health, Community and Licensing, or
- Building Standards

Organisational structure

<https://soj/Employees/DepartmentsUnderConsultation/Pages/GrowthHousingEnvironment.aspx>

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
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<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Level 7 Regulated Qualification Framework in their service specialism.</p> <p>(e.g. Microbiology, Food Science, Plant Health and Pesticides, Pollution Control, Acoustics and Noise Control, Pest Control, Waste Management, Environmental Science, Surveying (property or real estate management)</p> <p>Equivalence in chartered status .E.g. Chartered Trading Standards Institute, Chartered Institute of Environmental Health, Chartered Institute of Waste Management, Royal Institute of Chartered Surveyors Chartered Builders (CIOB), Chartered Building Engineers (CABE)</p> <p>Post graduate level 5 management qualification</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>In-depth knowledge of statutory processes, licensing, applications and the regulatory environment.</p> <p>Breadth of knowledge across the economy, environment and the community in balancing public protection and commercial practice.</p> <p>Detailed knowledge of local, UK and EU legislation, directives, regulations and international agreements with a comprehensive understanding of how they</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>The Infrastructure, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role.</p>

	<p>impact local legislation, policy frameworks and practices.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Specialist technical knowledge, within their area of responsibility..</p> <p>Driving licence (Group B)</p> <p>Computer literate with ability to operate Microsoft Office packages.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong relationship building skills.</p> <p>Good planning and organising skills so as to generate medium and long-term strategic plans for the relevant areas of responsibility.</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</p>	

	<p>to a variety of audiences.</p> <p>Ability to communicate confidently and effectively to senior stakeholders, including politicians and Senior Management and deliver key messages at a suitable level.</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Three years practical experience of working in an associated regulatory discipline</p> <p>Proven management experience.</p> <p>Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change.</p> <p>Experience working alongside senior stakeholders within the public sector or a similar context.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities, attributes and behaviour indicators.

Organisation chart

