

Head of Regulatory Services and Community Safety

Grade: 14

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy, and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Regulatory Services:

The **Trading Standards** service has responsibility for the enforcement of regulation across a wide variety of areas and almost three hundred pieces of legislation. The service aims to support businesses to grow by ensuring a sustainable trading environment through the provision of compliance advice whilst taking enforcement actions against doorstep criminals to keep people safe and protect vulnerable communities in Staffordshire from harm and / or financial loss.

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GP 12/12/2025

The **Safety of Sports Grounds** team carry out inspections and provide support and guidance to the management of sporting venues in Staffordshire to ensure the safety of spectators and fulfill the County Council's statutory responsibilities for designated stands and designated grounds.

The **Coroner's Service** is a joint service with Stoke on Trent City Council who are the designated Lead authority. There is a local Coronial presence, and the team are actively involved to ensure that the service provides a local high quality empathetic offer to the families of the bereaved whilst ensuring that the budget and resources are managed to provide value for money.

Community Safety:

The **Community Safety** team collaborates with partners to ensure Staffordshire is a place where people can live safely and ensure that the County Council meets its statutory responsibilities. Partnership delivery plans are in place against community safety priorities including Domestic Abuse, DA Safe Accommodation, Modern Slavery, Counterterrorism (PREVENT) and Violence Reduction.

Our Priorities:

Trading Standards

- **Prevention** – working with partners to reduce offending.
- **Supporting the local economy** – enabling businesses to be compliant
- **Safeguarding** – our most vulnerable residents
- **Enforcement** – taking proportionate action against offenders.

Safety of Sports Grounds

- We will ensure sports stadia are managed, operated and maintained safely and fulfill the County Council's statutory functions.

Coroners Service

- We will ensure that the service provides a local high quality empathetic offer to the families of the bereaved whilst ensuring that the budget and resources are managed to provide value for money.

Community Safety

- We will collaborate with partners to meet the County Council's statutory obligations with a focus on prevention of harm and detriment to citizens.

About the Role

The Head of Regulatory Services and Community Safety contributes to the leadership and management of the County Council and provides the strategic

direction and leadership for each of the service areas included in the Regulatory Services and Community safety teams.

Directly reporting to the Assistant Director for Culture, Rural and Safer Communities and as part of the EI&S Operational Management Team (OMT), this role supports the development and implementation of corporate policies, procedures and strategies to keep people safe and protect vulnerable communities in Staffordshire from harm and /or financial loss.

Working as part of the Culture, Rural and Safer Communities Operational Management Team, this role leads the development and delivery of Regulatory Services and Community Safety services that enable residents to live in thriving and sustainable communities and be healthier and independent for longer whilst accessing good jobs and sharing the benefit of economic growth of compliant businesses.

Responsible to: Assistant Director – Culture, Rural and Safer Communities

Responsible for:

- Trading Standards Operations Manager
- Technical and Business Manager Trading Standards (Single Point of Contact for Coroners)
- Community Safety Officers

Relationships with:

- SCC Wider Leadership Team
- Cabinet Member - Community Safety and Resilience
- Strategic Commissioning Colleagues (Internal and External)
- Local Authority Heads of Regulatory Service on a Regional and National footprint
- Central government departments in relation to statutory work requirements (including Food Standards Agency (FSA), Department for Environment, Food and Rural affairs (DEFRA), Office of Product Safety and Standards (OPSS).
- Community Safety Partners including all Specified authorities named in Statutory duty requirements.
- The office of Staffordshire's Police Fire & Crime Commissioner and Staffordshire Police.

Key Accountabilities

1. Lead and provide professional direction for the County Council's Regulatory Services and Community Safety. Ensuring they deliver County Council outcomes and fulfil the relevant statutory duties including those discharged through statutory appointments for the Office of Chief Inspector of Weights and Measures, and the nominated Food Officer under the Food Safety act for the FSA for the following areas:
 - Trading Standards, and Animal Health and Welfare, including Explosives and Petroleum Licensing and Inspection
 - Safety of Sports Grounds
 - The Joint Coroners Service for Staffordshire County Council
2. Lead effective and accountable commissioning arrangements for the provision of services included in the Community Safety portfolio, working with internal colleagues and external partners to achieve value for money services that improve outcomes for Staffordshire residents.
3. Lead the Prevent and Modern Slavery activity to ensure that the County Council fulfills its statutory duties including coordination and chairing of the Prevent partnership Board and representing the Council at the CONTEST Board.
4. Provide co-ordination and professional support for partnership activity and performance management across the relevant and appropriate community safety governance groups including the County Wide Community Safety Partnership (SSCSG).
5. Provide strategic leadership on behalf of the County Council for the Joint Coroners Service managed by Stoke on Trent City Council and ensure that the management of financial budgets and contractual arrangements delivers value for money and an appropriate service for relatives of the bereaved.
6. Support the development of successful and effective partnerships with other public; private and third sector organisations to develop joint strategies and deliver shared outcomes to ensure the most effective use of public resources.
7. Inspire and lead the Regulatory Services and Community Safety team to be a high performing team providing effective, value for money in-house and commissioned services for the benefit of Staffordshire's residents. Managing and reporting on performance and service development.

8. As the lead professional role for the County Council on all matters relating to Regulatory Services and Community Safety; actively engage with and advise elected members to shape strategy and agree the outcomes to be delivered.
9. Formulating, reviewing and monitoring policies and strategies, including risk management, income generation and contractual regulatory work, relating to the core functions of the Regulatory Services and Community safety teams to ensure that Staffordshire is a safe place to live.
10. As a member of the directorate operational management team (OMT), work with colleagues to ensure a collaborative approach to deliver better outcomes for Staffordshire's communities.
11. Participating in professional initiatives locally, regionally and nationally to identify national trends and opportunities. Take a lead role in promoting and advocating the work and performance of the service through contacts within the County Council, external agencies/organisations, the wider regulatory services and community safety network and elected members to build awareness and improve understanding.
12. Act as an ambassador for the Council, on a local and regional level and operate as key point of contact for Regulatory Services and Community Safety with the Local Government Association, National Trading Standards, Regional Trading Standards (CEnTSA) to ensure that Staffordshire County Council adopts and shares best practice.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role nationally.

Political Restriction

This post falls within the definitions set out in the Local Government and Housing Act 1989 (LGHA), as amended from time to time, of a "politically restricted" post. Therefore, the post holder is constrained from engaging in political activities specified by the LGHA and any regulations made there under.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.






The content of this Job Description and Person Specification will be reviewed on a regular basis


Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

| Minimum Criteria for Disability Confident Scheme * | Criteria | Measured by |
|--|--|---|
|   | Qualifications/Professional membership <ul style="list-style-type: none"> Degree and postgraduate qualifications in e.g. criminology, sociology, community justice, public services, law, business or consumer protection or extensive experience working in Regulatory Services or Community Safety. MBA or alternative qualification in Management or equivalent management experience | <p>A/I</p> <p>A</p> |
|    | Knowledge and Experience <ul style="list-style-type: none"> Significant experience of working at a senior leadership level with a local authority. Significant experience of managing a service area at a strategic level and working effectively at an operational management level, including budget management experience and leading teams at times of change. A thorough understanding of Trading Standards and other Regulatory Services legislation together with Community Safety activities, including national, regional and local emerging challenges and trends within the sectors, coupled with financial, commercial and political awareness. Demonstrable experience in the design and development of strategies, and policies using market and customer insight to deliver better outcomes for residents and communities. | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |

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| | <ul style="list-style-type: none"> • Demonstrable experience in strategic commissioning and delivery of commissioned services. • Substantial experience of successfully creating and maintaining effective and influential partnerships and networks to deliver positive results. | <p>A/I</p> <p>A/I</p> |
|  | <p>Skills</p> <ul style="list-style-type: none"> • Demonstrable financial, budgeting and analytical skills. • Leadership skills that inspire confidence and trust and provide clear direction and vision for the services, staff, and partners. • Effective communication skills, appropriate to a range of internal and external stakeholders, with a high level of influencing, negotiating, and persuasive skills across a diverse audience. • Ability to operate with integrity and credibility that engages and instils confidence of senior leaders, staff and stakeholders, • Able to work collaboratively, understand and respond to different perspectives and support the delivery of wider cross organisational County Council outcomes. • Effective interpersonal skills to inspire and build cohesive, motivated, and creative teams. • Able to think and plan strategically with a creative and proactive approach to challenges, opportunities and problem-solving. • Able to work independently, make effective decisions that are evidence-based and delegate effectively. • Effective organisation skills with the ability to work under pressure and to tight deadlines. • Committed to delivering services through enthusiasm and motivation, creativity, and innovation. | <p>A</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |



*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille,
another language on cassette or disc, please ask us by
contacting

Talent & Resourcing Team 01785 278300