

Generic Role Profile: Strategic Leadership Level C - Head of Service/Senior Professional Lead III



Role Purpose, Context and Scope:

- Accountable for leading and managing specific Council services at a tactical delivery level, providing professional expertise, leading on a complex programme or the commissioning of services for the Council.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation within their service.
- Work with Councillors to implement the strategic aims and objectives of the Service.
- Provide strong leadership management and guidance regarding the allocation of resources, risk management, change management and behaviours within a specific service area.
- To role model the values and behaviours of the organisation so your teams can see and hear and learn from you.
- Manage and develop the workforce within their service area.

Indicative Accountabilities:

- To have robust, affordable operation plans in place to deliver the Corporate Plan on time and to budget.
- Create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- Work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to deliver services, generate efficiencies and create synergies wherever possible.
- Lead, manage and develop staff so that they are capable of and motivated to achieve the corporate and service aims and objectives.
- Drive significant cultural change through the corporate infrastructure in order to drive service excellence.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium Term Financial Plan.
- The service area you manage is compliant and performance management is monitored, and remedial action is taken promptly and at pace.
- Lead and manage robust, safe and resilient services that deliver in challenging times, including maintaining accurate risk registers, business continuity plans and information asset records.
- Be an ambassador for Haringey.

Example Job Titles at Level C:

- Head of Service
- Programme Manager
- Service Lead/ Professional Expert/Commissioner

Indicative Performance Measures:

- Specific measures from Medium Term Financial Plan.
- Achievement of Council's Corporate Priorities.
- Achievement of Workforce Plan targets.
- Support as required external assessments e.g., Ofsted, Peer Review.

Indicative Dimensions:

- Work involves management of specific service areas or specific programmes or providing professional expertise or commissioning of services with some integration with external partners.
- Generally has a direct responsibility for the financial management of specific service area.
- Jobs at this level operate with some discretion over resource allocation. Decisions taken are consistent with Council policies and procedures. There is managerial control exercised through the review of results.
- Can deliver in a political environment.

Haringey Values:

- Lives, and can articulate for others, our values: Caring Collaborative Community-focused Courageous Creative

Indicative Knowledge, Qualifications, Skills and Experience:

- Deep and detailed knowledge of principles and practices gained through extensive experience and development in a specific field.
- Degree level or equivalent qualification plus relevant experience.
- Membership of appropriate professional body by examination e.g., CIPFA, RICS or evidence of continuing professional development (CPD).
- Excellent communication skills.
- Ability to work with high level internal and external stakeholders.
- Ability to manage complex service delivery within a challenging and political environment.
- Understands the commercial context of the service they provide.
- Ability to exercise initiative and good judgement in delivering service and Council aims and objectives.

Leadership Qualities:

- Achieving Ambitious Outcomes** – Takes responsibility for the delivery agenda; planning activities and for achieving results. Typically looks 12 months ahead.
- Service Excellence** – Consistently strives to achieve the best for the community and residents. Focuses on quality in everything. Has a positive and dynamic approach.
- Thinks Differently** – Handles complex information. Comes up with a range of ideas and proposes well thought out solutions.
- Visible Leadership** – Leads service confidently; builds and supports teams. Understands the skills and capabilities of the team provides feedback and encourages development.
- Work in Partnership; One Council** - Understands the value of working together. Looks to build relationships, share information and collaborate on important issues, to achieve better results.
- Open Communication** - Open, friendly, clear and confident. Adapts the way they communicate and can make an impact, influencing others and building support. Listens carefully to others to understand different views.

Job Specific Profile

Job Title and Service Area:	
Job Title: Building Control Lead Team Manager Directorate: Environment & Resident Experience Service Area: Planning & Building Standards Grade: HC1 Job evaluation ref: SM174 Date JD written: 15/05/2025	
DBS Check Required (For HR use Only; <u>not to be removed</u>)	No
Role Purpose:	
To lead a team of Building Control professionals providing a range of professional building control services for a designated area within and beyond the Borough of Haringey. Overseeing the delivery of all related services, including pre-application, validation/registration, the determination of regulation applications, enforcement and related consultancy and major project services. The post holder will deputise for the Head of Building Control and provide specific leadership and monitoring of the delivery of service specific objectives and corporate plan outcomes. Being accountable for the service and managing risk for safety-critical and emergency statutory obligations of the Council.	
Main Responsibilities (in addition to indicative accountabilities on generic profile):	
1. Lead and manage a team comprising of building control professionals and technical officers to ensure effective and efficient caseload processing and assessment of a range of building regulations and related applications in accordance with agreed performance and outcome targets. 2. To act as a senior professional officer on all matters relating to the discharge of the local Authority Building Control services, including overseeing and making decisions on behalf of the Authority on all building and related applications determined under the Building Act and with regard to the Building Safety Regulator. This will involve senior professional judgement, accountability, creativity, innovation and close working on complex projects. 3. Undertake specialist or technical assessments/activities on all building types (Class 3 in accordance with the Building Inspector Competence Framework (BICoF)) and all relevant legislation including the Building Act 1984 (as amended), the Building Safety Act 2022 etc. Make decisions on those assessments, using skills that would have been gained through qualifications and practical experience, to effectively deliver the Building Control function throughout the Council's jurisdiction. This includes as part of any partnering or Multi-Disciplinary Team, ensuring buildings comply with the relevant regulatory standards in terms of fire, health, safety, sustainability, energy conservation, accessibility, design etc. 4. Act as lead officer in supervising others and making decisions on a series of complex development proposals or programmes, including accountability for high risk schemes and those in scope with the Building Safety Regulator, examining plans and carrying out site inspections, initiating and dealing with enforcement action, in line with competencies, BSR requirements and the Council Constitution. 5. Responsibility for customer service, developing new partnerships and supporting the Head of Building Control in generating new income streams and business opportunities to achieve income and budget targets for the service. Creating a sustainable long-term business to support delivery of the corporate plan objectives. 6. Responsibility for the preparation, supervision and production of high-quality reports and briefings. Communicating and negotiating complex issues on building control and related performance matters clearly and succinctly to internal and external stakeholders including elected Members. 7. Maintain records, monitor, review and report upon progress in line with the agreed Performance Indicators (PIs) for Building Control and the wider department. Contribute to and maintain the Quality Management System.	

8. Ensure effective investigations, make recommendations and decisions regarding complaints and allegations of unauthorised developments, including visits to and interviews with members of the public.
9. Provide emergency and out of hours cover to make assessments and take action regarding Safety at Sports Grounds (which includes responsibility for up to 65,000 members of the public), Event Licensing, Emergency response cover and dangerous structures within and outside the Borough. To be available approximately one week per one or two months depending on staff availability to deal with dangerous structures outside of normal working hours in accordance with the service duty rota. Be accountable for the service and managing risk.
10. Provide advice to support Council services such as Planning, Housing, Property, Highways, Schools. Emergency Planning etc including acting as expert witness when necessary.
11. Develop and lead the implementation and delivery of Council transformation programmes, alongside the corporate plan commitment to ensure efficient cost effective service delivery and continuous improvement.
12. Responsibility for the effective operation and delivery of the workforce strategy within the team, ensuring recruitment, development and progression of staff within the team including responsibility for and reporting to the BSR regarding its competency requirements. Undertaking appraisals and ensure career planning are undertaken regularly in line with the strategy - Including taking responsibility for own career, personal development and competency.
13. Deliver prompt and effective responses regarding Complaints, Freedom of Information requests, Members and MPs enquiries.
14. Deputise for and represent the Local Authority, Director and Head of Building Control internally and at outside organisations e.g. London District Surveyors Association on all Building Control matters.

Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):

- Substantial relevant technical experience in the accountability, delivery and management of building control services and buildings within the scope of the Building Safety Regulator
- Membership of RICS, ABE, CABE, CIOB or other relevant professional body
- Registration with the Building Safety Regulator at Class 3 (working unsupervised on building categories registered to work on which may include higher-risk buildings)
- Educated to degree level in a relevant subject such as Building Control, Building Surveying, Construction, Structural Engineering and/or be able to demonstrate learning at an equivalent level
- Specialist technical knowledge, skills and experience in making assessments and taking action regarding Safety at Sports Grounds, Event Licensing and dangerous structures, including accountability for the service and risk management and emergency and out of hours cover
- Post-graduate qualification in management or public administration or related discipline
- Extensive technical understanding of the regulations and processes for the implementation of building regulations
- Thorough awareness of current issues and a working knowledge of relevant legislation
- Ability to lead change and improvement processes including motivating others and successfully working under pressure and meeting deadlines, performance targets and produce a regular consistent output to work
- Excellent verbal, written communication and presentation skills to a range of different audiences
- Proven ability to deliver high quality services that are commercial, cost effective and provide excellent customer care
- Sound understanding of project development, management and delivery including experience of managing contracts and projects to deliver effective commissioned outcomes
- Good numerical and IT skills, including experience in the application of planning related and Geographical Information Systems (GIS) and Microsoft packages
- Proactive in building confident and trusting relationships to engage local communities and other key stakeholders in all aspects of the development and delivery of service
- Ability to negotiate successfully and influence outcomes acting with tact and diplomacy in all aspects of work
- Shows initiative and highly developed analytical and problem-solving skills with the ability to make high value/pressure autonomous decisions making

- Proven ability to manage conflict
- Innovates and builds consensus/leads new ideas and seeks to understand how they can be applied to improving customer outcomes
- Experience of effectively managing a team, supervising the work of others as well as organising own work to maximise efficiency and productivity. Committed to continuously developing and updating professional expertise acting as a positive role model for others and for personal development in line with the workforce strategy

Dimensions:

1. The role involves the management and leadership of a dedicated team providing statutory operation and enforcement of the Building Acts within Haringey and beyond, together with the operation of fee earning professional services related to and associated with the optimisation and deployment of the skills and expertise of a professional building control team.
2. Out of hours work includes Dangerous Structures callout, Safety at Sports Grounds and Licensing work.
3. Haringey Building Control services has responsibility for the assessment of compliance on development projects up to £450m GDV and the provision of advice and controls concerning the safety of crowds of up to 60,000 at any one time.
4. The role has responsibility for the budget of the team and the welfare of approximately 4 direct reports.

Organisational Structure

