

Hertfordshire County Council Job Outline



JOB TITLE: Programme Manager – Better Business for All
GRADE: M3
REPORTS TO: Assistant Director – Regulatory Services
TEAM: Regulatory Services
DEPARTMENT: Community Protection

Purpose of the Job

This role will act as the partnership co-ordinator for Better Business for All (BBfA), playing a leading role in the delivery of strategies and initiatives as determined by the BBfA Steering Group.

The role involves working with BBfA partners including the Hertfordshire Growth Hub, the Local Enterprise Partnership and business organisations such as the Federation of Small Businesses to lead on a series of initiatives designed to share and promote good regulatory practice and showcase the advice, guidance and support available to the business community from Hertfordshire's local authorities.

Main Areas of Responsibility

- Working in partnership with all BBfA partners including local authorities, the Hertfordshire Growth Hub, the Local Enterprise Partnership and business organisations such as the Federation of Small Businesses to lead on the development and delivery of a Better Business for All strategy and work plan.
- To ensure that this strategy and resulting work plans / policies are aligned with and reflected in the other wider related strategies and policies of other partner organisations as well as Identifying and securing appropriate funding, co-operation and resources to deliver the strategy in a timely and efficient manner.
- To promote, increase awareness and facilitate access to regulatory support available across Hertfordshire from the collective local authority regulatory community (Environmental Health, Licencing, Trading Standards, Fire safety, Planning, Building Control etc.) to the business community.
- To support the work of Growth Hub and other business advisors to identify SMEs where additional regulatory support and guidance will add value and increase business resilience.

To monitor and evaluate the impact of regulatory advice and guidance

- To support partner organisations in their own 'widening and deepening' of the Better Business for All (BBfA) agenda, developing strategies to move beyond regulators to ensure a whole-organisation approach to supporting business.
- Maintenance and updating Better Business for All products: training, websites, social media accounts, case studies etc.
- To project manage the implementation of initiatives to improve the delivery of local regulation to reduce the burden on businesses
- To identify opportunities to educate businesses in order to simplify regulation and increase compliance
- To lead on, with support of other partners' communications teams, county wide campaigns to raise awareness and profile of this work.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Skills:

Essential elements

- Personal credibility and capacity to build relationships, overcome obstacles, demonstrating the advantages that effective crosscutting services and joined-up thinking can achieve.
- Ability to communicate ideas and information effectively to a wide range of audiences, both verbally (including delivery of presentations/events to a wide range of audiences) and in writing, using language and a style of communication that is appropriate to the situation and people being addressed.
- Able to ensure high standards of customer service and foster positive working relationships whilst implementing new ways of working and implementing change.
- Strong influencing and negotiating skills.
- Dynamic, determined, positive and robust.
- Able to implement new ways of working and manage change.

- Problem solving and organisational skills.
- Flexible style being able to collaborate and advise but also able to challenge as appropriate.
- Supportive and encouraging in a team environment.
- Committed to own professional and personal development.
- Displays high standards of behaviour at all times with appropriate discretion and sensitivity.

Knowledge & Experience:
Experience in:

- Designing, developing, implementing, delivering, monitoring and evaluating projects including appropriate indicators to be able to monitor performance whilst ensuring budgetary control is maintained.
- Establishing and maintaining a customer service orientated culture, delivering performance against key indicators, continuous improvement and the achievement of excellence for the Service.
- Working in partnership at a strategic level and working in multi-agency environments or across different organisational cultures to improve outcomes for stakeholders utilising excellent influencing and negotiating skills.
- Planning, organising and supervising activities to make sure resources are used efficiently.
- Working effectively to achieve organisational goals, prioritising workloads and working to tight deadlines.
- Project management, including the design, funding, development, implementation and evaluation of short- and longer-term projects

Knowledge:

Knowledge of and understanding of one (or more) of the areas below is desirable.

- National and local agendas relating to local regulation including a working knowledge of related policy and legislation such as the Regulators' Code
- The business support landscape, including issues affecting local businesses
- Understanding of local government structures and networks.

Regular access to a vehicle will be required.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background,

identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).