

## JOB DESCRIPTION

<b>Job Title</b>	Environmental Health Support Manager		
<b>Directorate</b>	Community, Place and Economy		
<b>Reporting to</b>	Environmental Health Manager		
<b>Grade</b>	9		
<b>Evaluation ref:</b>	RP287	<b>Job Family ref:</b>	
<b>Role purpose</b>			
<p>To lead the strategic development and technical support functions within the Environmental Health &amp; Licensing service, ensuring systems and processes are optimised to deliver efficient, customer-focused services. The postholder will be responsible for system ownership, driving innovation, statutory compliance, managing system integrity, performance analytics and support service transformation aligned with corporate priorities and legislative requirements.</p> <p>The role will be responsible for delivering on the statutory duties of the service e.g. Central Government returns and leading a team of staff to deliver all the required functions.</p>			
<b>Accountabilities</b>			
<b>Leadership and Management</b>			
<p>Lead and manage the Environmental Health Support team, including administrative staff, ensuring the delivery of service improvement, digital transformation, high performance, compliance with policies and legislation and support to all Environmental Health and Licensing areas. Provision of coaching, support, and development opportunities as well as completing 1-2-1s and annual appraisals, or equivalents will form part of the management of the team.</p> <p>Lead the development of the service's digital transformation roadmap, aligning with corporate IT strategy and customer experience goals.</p> <p>Lead on recruitment, training, and performance management within the Business Development and Technical Support team.</p> <p>Management and monitoring of budgets across the Environmental Health &amp; Licensing areas, to review and recommend opportunities to increase income, to ensure that all payments are correctly allocated and income tracked against projected income targets.</p>			
<b>Business Development</b>			
<p>Identify and lead opportunities for service improvement and digital transformation across Environmental Protection, Enviro-Crime, Food &amp; Safety, Private Sector Housing and Licensing.</p>			

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Lead on benchmarking, performance analysis, and service modelling to inform strategic decision-making to ensure the service is always working to its full potential.

### **Technical Support & Systems Management**

Manage the ownership of the Environmental Health & Licensing IT systems (e.g. 3 x Civica APP, 2x NEC), ensuring they are configured, maintained (including daily operations), and developed to support operational needs. This will require the role to act as the primary liaison with IT, software suppliers, and external partners for system upgrades, testing, issue resolution and yearend completion. They will also act as support for financial actions from across the service

Ensure data integrity, system security, and compliance with national frameworks such as GDPR and other relevant legislation.

### **Project & Change Management**

Lead and coordinate high-impact projects related to service improvement, legislative changes, and system upgrades, developing and maintaining project documentation and implementation plans for future service reference and audit accountability.

Support staff through change, providing training, guidance, and technical expertise.

### **Performance & Reporting**

Design and maintain performance dashboards and reporting tools to monitor KPIs, statutory returns, and service outcomes, resulting in the provision of analytical insights to senior managers to support strategic planning and operational delivery.

Ensure timely and accurate submission of statutory returns (e.g., LAEMS, LAC1, HMRC LIC & PSH).

### **Stakeholder Engagement**

Work collaboratively and build strategic relationships with internal teams, external agencies (Food Standards Agency, DEFRA and the Ministry of Housing, Communities and Local Government), and software providers to deliver joined-up services and ensure Somerset Council is at the forefront of technological advances

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Knowledge / Experience / Skills		
	Essential	Desirable
<b>Knowledge</b>		
Strong technical knowledge of relevant systems (e.g. Civica APP, NEC) with a deep understanding of systems architecture, integration and data governance in a public sector context.	X	
Proven track record in business development, service improvement, or project management.	X	
Authority and credibility to work effectively in a political environment, building productive relationships, and engaging successfully with colleagues, partners and customers.	X	
Thorough understand of national legislation and local policies in relation to Environmental Health and Licensing and their implications on ICT parameters and procedures	X	
Awareness of emerging technologies and their application in local government transformation	X	
<b>Experience</b>		
Experience in managing statutory returns and performance frameworks.	X	
Extensive experience in Environmental Health and Licensing within a local authority setting	X	
Experience in managing and motivating a team in high pressure circumstances to deliver to strict timescales	X	
Experience of analysing, modelling and reviewing data, implementing changes as directed.	X	
Experience in supplying analytical data to senior managers to inform strategic decisions and provide assurances of data accuracy.	X	
Experience in developing training materials and user guides	X	
Experience in leading transformation programmes or system implementations and cross-functional projects.		X
<b>Qualifications / Registrations / Certifications</b>		
Degree level, or proven experience	X	
Formal leadership or management qualification, or equivalent experience	X	
Project management qualification (e.g., PRINCE2, Agile).		X
Continuous professional development in business and/or systems management		X

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Skills		
Advanced data analysis and visualisation skills, including use of BI tools (e.g. Power BI)	X	
Ability to manage competing priorities and deliver outcomes in a fast-paced environment.	X	
Proven track record in business development, service improvement, or project management.	X	
Excellent analytical, problem-solving, and communication skills	X	
Leadership in change management, including staff engagement, culture development, and continuous improvement	X	
Strategic thinking and policy development, with the ability to translate vision into operational delivery	X	
Ability to identify and initiate areas of work requiring service improvement		X
Working Conditions		
Office and/or home working. There is a requirement to work from different office locations across Somerset.		
Dimensions of the role		
Direct line management of a team of 19 employees, who are based across the 4 legacy district areas within Somerset.		
Shared oversight and responsibility for a budget of approximately £150k.		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		

Date: 13/11/2025