

Service Manager

Service	Reporting to	Location	Grade
Regulatory Services	Head of Service	Salford Civic Centre (hybrid working opportunities)	5B

About the role

To significantly contribute to the development and management of the strategic and policy framework for the delivery of the service's functions to protect and promote the health, safety and wellbeing of residents and visitors to Salford, and to support the maintenance and growth of Salford's economy by working with businesses, consumers, service providers and other stakeholders to ensure that they can engage in trade, access services and accommodation in safety and with confidence.

This Role will be carried out in accordance with the Directorate Annual Business Plan and the overall policy of the Council. The post holder will model and promote the city council's values in all aspects of their duties.

The role is a generic role, as Service Manager, across the Regulatory Services Team. The role holder will operate within the Enforcement Hub, which consists of enforcement bodies from within and outside of the local authority. The role will be operating across the Service, taking a lead on a number of focused areas as required within multi-skilled teams working in partnership to bring about quick and satisfactory resolutions to issues that arise within the City, in accordance with our Strategies, policies and practices. The role holder will work alongside other Service Manager(s) and the Head of Service, and have management responsibility for Lead Practitioners, Level 1 & 2 whether in the specialist role or when working as a multi-disciplinary team within the Hub. The role holder will work at the direction of the Head of Service.

Key outcomes

1. Work with the Head of Service to develop strategic and policy responses to area based and thematic challenges and opportunities across Regulatory Services in order to meet the aims and objectives set out in the City Councils Values, Strategies.
2. Play a key role in the development of the Directorate's Annual Business Plan.
3. To deputise in the absence of the Head of Service in matters arising relating to the Service.
4. To operate as part of the Service Management team together with the Head of Service and other Service Manager(s) to develop, monitor and manage the annual Business Plan for the Service.
5. To direct and support Lead Practitioners in developing, procuring, monitoring and delivering work programmes relevant to their areas of focus in line with agreed objectives, strategies and business plans that will deliver agreed strategic outcomes for the service and the council.
6. To actively work to identify emerging trends, opportunities or challenges to the service and the council identified through a range of methods, and work with the service management team to bring forward effective strategic responses, drawing in the expert advice of officers within the team as well as external partners.
7. To provide leadership both within the service and when working with internal and external partners.
8. To undertake all duties in full accordance with the relevant procedures and standing orders, ensuring that all relevant financial and statutory matters are dealt with promptly.
9. The post holder will work across the full range of the Service, where needed, and be assigned responsibility for projects and work streams and identified areas of work within the Service, as part of the Service Management Team.
10. To monitor performance within the service and promote and facilitate improvements to all aspects of the performance of team.
11. To represent the Directorate at inter-directorate, inter-authority, working groups and regional and national level meetings at the request of the Head of Service.
12. To undertake such additional duties that may arise appropriate to the delivery of the service and as are reasonably commensurate with the level of the post.
13. To take a full and active role in the implementation of own training and personal development, keeping abreast of developments across Regulatory Services. To actively support and where necessary lead, the training & development of colleagues and teams within the service.
14. To contribute to and demonstrate a commitment to relevant policies of the City Council.

What we need from you

Essential

Knowledge

Possessing a wide ranging and in-depth level of knowledge of the strategic and policy drivers impacting on the work of the Service and with the legislative and procedural issues governing the delivery of enforcement and regulatory function. The level will be commensurate with the skill area the post is within.

A robust knowledge of the fundamental legislation and technical matters relevant to areas of focus area for which the post holder is responsible.

Having demonstrable knowledge of staff management.

Having demonstrable knowledge of project management including financial management.

Having demonstrable knowledge of current and emerging national and regional agendas, strategies, policies and plans within the Regulatory Services function in particular and local government more widely.

Skills

Have excellent interpersonal and communication skills to effectively carry out the role.

The ability to integrate and synthesise information from a range of sources and covering range of issues in order to identify emerging trends and patterns that adds to the Service's understanding of the strategic and operational context in which it is acting.

A proven ability to develop intelligence led strategic and policy responses to the challenges and opportunities facing the service, including an ability to innovate and generate practicable solutions.

A proven ability to make robust intelligence led strategic decisions in a timely manner, using initiative within the bounds of legislation, council policy and delegated authority.

The ability to lead and manage multiple work programmes across a number of policy areas at the same time, through the effective management of financial, staffing and other resources.

The ability to promote continuous improvement in the service through personal innovation and leadership including the coaching and development of staff, both individually and in teams, and the promotion of effective partnerships.

Experience

To have experience of leading and managing within a regulatory or enforcement or other employment discipline where the experience gained is of benefit to the work of the Regulatory Services function, preferably covering multiple areas of service.

Demonstrating a track record of successful outcomes, as a result of this experience.

A demonstrable track record of working with a comprehensive range of stakeholders such as customers, agencies, elected members, community groups and third sector organisations.

Including an understanding of various services and referral pathways available to customers and offenders to assist them in their home and work life.

Experience of leading and managing staff, work programmes, projects and budgets within a team and commensurate with the level expected by the role.

Experience of contributing to the management and monitoring of capital and revenue budgets.

Attributes and Behaviours

There is an expectation that all employees demonstrate our values of Pride, Passion, People, and Personal responsibility in all aspects of their duties.

The post holder will model the behaviours expected of a leader/manager as outlined in the Council's Leadership Framework.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

#HappytoTalkFlexible



Salford City Council

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Tim Cook

Date: 16/07/2026

Job code: A10150

Job score: 669

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