



Role Profile

This section provides key information relating to the role

Job Title:	Environment Services Manager		
Post No:	P01721	Grade:	K
Team:	Environment Services	Location:	Campus East
Responsible to:	Environment, Landscape and Climate Change Service Manager		
Responsible for:	X5 Community and Environment/Wasteaware Officers, X1 Street Naming & Numbering Officer		

Overall job purpose:

Ensure effective contract management of key front-line services, including the Council's new Recycling, Refuse, Street Cleansing and Grounds Maintenance (streetscene) contracts.

Responsible for leadership and management of Community & Environment team to ensure enforcement, customer services standards and overall streetscene environment is maintained across the borough.

Confident project manager with ability to deliver service improvements and procure services and equipment to achieve the desired service standards. Ability to identify service and project risks and adapt accordingly to solve a variety of problems; these situations may need to be planned over a significant period.

Communication will be a key part of the role and excellent communication skills will be required to lead and coordinate different services, stakeholders and agencies to promote a safe, clean and green district for the community. The post holder will also be responsible for ensuring accurate and update information is provided to our communities on our key services.

Key areas of focus:

1.	Leadership and management of the Community and Environment Services team, including responsibility for appraisals, identifying training, discipline, welfare, allocation of work and performance.
2.	Responsible for the day-to-day contract management and continued performance of key contractors delivering front line services on behalf of the Council, including Recycling Services, Refuse Services, Garden Waste Subscription Service, Trade Waste Services, Bulky Waste Collections, Clinical Waste, Street Cleaning Services and Grounds Maintenance (streetscene). Ensuring good practice.
3.	Monitor the use of Council service assets, including a newly purchased fleet and depot, ensuring all the necessary processes, leases and permits are in place by

	the Council/contractors, as necessary. To carry out procurement as required in line with Corporate procedures.
4.	Preparation of the annual Team Plan for the Services, including gathering and analysis of complex and detailed information over a year, to provide audited data for Performance Indicators.
5.	Management and development of the Council's Streetscene policies and operations, ensuring that it is operated in an efficient, effective and equitable manner, within the allocated budget.
6.	Responsible for allocated budget (revenue and capital), seeking to ensure streetscene and other related services standards are achieved and, where necessary, deciding on priorities where demand/need outstrip resources. A key responsibility will be to ensure income is received as agreed through garden waste subscriptions and the sale of recyclables.
7.	Responsible for the management of the Hertfordshire Waste Partnership contracts (consortiums). The post holder will develop good working relationships between all partners across the county and ensure our commitments with the HWP are achieved, including WasteAware. Hertfordshire Fly Tipping Group participation and attendance.
8.	Responsible for the design, consultation, and implementation of major service schemes, for example, improving recycling at flats.
9.	Responsible for ensuring the Council contracts are managed efficiently and securely, including constant monitoring of income, usage, expenditure and modes of operation.
10.	Responsible for the management of the Agency and Partnership Agreements.
11.	Develop working relationships with organisations or groups such as residents' associations, statutory bodies, Police, Highway Authority, Environment Agency etc. and represent the Council in formal meetings with such groups.
12.	Manage and develop staff and be a point of escalation for complaints or more complex problems, enquiries and escalated complaints from the public, Councillors, Council Departments, and other Agencies, giving technical and procedural advice and acting as appropriate. Ensuring team deal with enquiries and complaints in line with the Council's customer service policies. As part of this work ensure all legislation and potential enforcement actions are consistent and proactive by the team.
13.	Responsible for ensuring accurate and up to date information is provided to our communities on our key services.
14.	Provide reports, information and data for Councillors, Contact Centre and senior management. Ensure agreed service standards with partners and contractors are achieved.

15.	To attend Committees and other Council meetings as the Council's lead advisor on service matters, and to represent the Council in such matters on external bodies.
16.	Participate in corporate Working Groups as set up from time to time to deliver strategic objectives. To represent the Council, and/or the service area, at Council meetings, Working Parties, public meetings, adjudication hearings, and meetings with other agencies, presenting reports as appropriate.
17.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
18.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
19.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Degree or appropriate professional management qualification or relevant experience at this level.	x		AP
Membership of or affiliation to an appropriate professional body.		x	AP
Knowledge			
Extensive training or experience relevant to one or more fields of work, managerial or specific to the job	x		AP
Experience and/or understanding of the working practices of a Local Authority and its political processes.		x	AP
Knowledge and understanding of equality and diversity and be able to apply it to the role	x		IN
Skills and abilities			

Experience of managing a team	x		IN
Ability to manage workload and plan up to a year or more ahead to develop new solutions and services	x		AP/IN
Ability and experience of writing reports, plans and strategies	x		AP/AS/IN
Experience in a service involving the need to deal with a range of customer service communications	x		AP/AS/IN
Experience of contract management of a considerable size and varied nature.	x		AP/AS/IN
Ability to negotiate, whilst building strong relationships with key stakeholders and contractors.	x		IN
Ability to deliver various frontline services, without reference to anyone else, using very wide discretion and initiative over a very broad area of activities, with no access to senior management.	x		IN
Practical experience of introducing borough wide schemes and managing projects.	x		AP/IN
Ability to analyse data and using systems identify trends in performance.	x		AS/IN
Other attributes			
The job requires the ability to analyse and judge complex information or situations and interpret these difficult problems to develop and produce long term strategies.	x		AS/IN
Excellent written and oral skills, to be able to communicate complicated or sensitive details. Present to large and varied audiences on a range of topics	x		AP/AS/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.