



**Role Profile**

<b>Job Title:</b>	Environment, Landscape and Climate Change Service Manager		
<b>Post No:</b>	RP0105	<b>Grade:</b>	M
<b>Team:</b>	Environment Services Landscape and Ecology Climate Change	<b>Location:</b>	Hybrid Working
<b>Responsible to:</b>	Assistant Director (Public Realm)		
<b>Responsible for:</b>	Team Managers		

**Overall job purpose:**

<p>To be the Council’s lead expert on Environment, Landscape and Ecology and Climate Change.</p> <p>To ensure that the Council’s statutory responsibilities for Environment, Landscape and Ecology and Climate Change are fulfilled and delivered and steering the attainment of long-term strategies and objectives of the Council in these areas.</p> <p>To provide and promote strong, effective leadership and management, demonstrating and promoting the Council’s value and behaviours to motivate staff to deliver high quality services and performance to customers.</p> <p>To plan, lead, develop and monitor robust performance standards and risk management in accordance with the Council’s priorities as set out in the Corporate Plan, seeking to continuously improve services.</p> <p>To work effectively and collaboratively with stakeholders and external partners to deliver aligned projects and priorities.</p> <p>To deputise in the absence of the Assistant Director as needed.</p>
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**Key areas of focus:**

1.	Be responsible for and to provide lead expert advice to senior managers, Cabinet and Members for the Environment, Landscape and Ecology and Climate Change Services. 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.
2.	Be responsible for compliance with, management of and delivery of the Council’s statutory responsibilities in relation to the Environment, Landscape and Ecology and Climate Change Services. Ensure the enforcement of statutory duties and byelaws within the borough for these services.

3.	Be responsible for the management of all delegated financial budgets (including income, revenue and capital schemes), contracts and commissioned services to ensure that they are effectively managed providing value for money and in compliance with the Council's policies and procedures.
4.	To provide and promote strong, effective leadership and management, demonstrating and promoting the Council's value and behaviours to motivate staff to deliver high quality services to customers and continuous improvement.
5.	To lead, plan, develop and monitor robust performance standards in accordance with the Council's priorities as set out in the Corporate Plan, seeking to continuously improve the services.
6.	To lead on the development of staff, using coaching and mentoring, to ensure high levels of professionalism and service delivery and leading a culture of continuous development and improvement.
7.	To lead on the development and delivery of all strategies and policies within the service.
8.	To have commercial awareness of the different sectors in these services. To be commercially minded and actively seek opportunities to generate income and to seek external funding and grants.
9.	Fulfil a client role to ensure monitoring of and compliance with the contract requirements and service objectives for waste collection and recycling, street cleansing, grounds maintenance and tree and woodland maintenance works. Work closely with our range of contractors to ensure effective and efficient processes to maximise the use of resources.
10.	To drive and support the Council's Sustainability Strategy and Action Plan, and environmentally sustainable projects and initiatives.
11.	Receive requests, queries and complaints about refuse collection, street cleansing, recycling, grounds maintenance tree and woodland works from residents, businesses, Councillors, Contact Centre, Council departments and other external agencies. Provide technical and procedural advice of a difficult or complex nature, to ensure the Council achieves its corporate aims and a high level of customer satisfaction with service standards.
12.	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.
13.	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.
14.	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
<b>Qualifications and experience</b>			
Degree or appropriate professional experience in at least one of the service areas.	x		AP/AS/IN
Membership of or affiliation to an appropriate professional body.		x	AP/AS/IN
Substantial experience in one or more specialisms in Environment, Landscape and Ecology and Climate Change Services.	x		AP/AS/IN
Substantial experience of leading services at a managerial level	x		AP/AS/IN
<b>Knowledge</b>			
High level of knowledge and understanding of relevant service legislation and good practice in at least one of the service areas.	x		AP/AS/IN
Thorough understanding of the current and future challenges and opportunities in the services.	x		AS/IN
Knowledge and understanding of financial budget management.	x		AS/IN
<b>Skills and abilities</b>			
Ability to lead and transform services and manage change to deliver effective and excellent services.	x		AP/AS/IN
Evidence of strong and effective management and team working to lead and inspire staff.	x		AP/AS/IN
Highly developed effective communication and presentation skills to large and varied audiences on a wide range of topics, which can be contentious or emotive.	x		AP/AS/IN
The role requires the ability to analyse and judge complex information or situations and interpret these difficult problems to develop, negotiate, persuade and influence others to adopt policies and procedures and produce long term strategies.	x		IN

Ability to manage workload and plan up to a year or more ahead to develop new solutions, plans, strategies and services.	x		IN
Ability in budget setting, monitoring, cost control, producing reports and reviewing and analysing data	x		AS/IN
Ability to negotiate on very complex matters at the very highest level.	x		AP/IN
Ability to deliver various frontline services, with minimal supervision, using discretion and initiative over a broad area of activities.	x		IN
Ability to manage high levels of work-related pressure and a wide range of tasks under what times will be complex, challenging, and pressured circumstances. Ability to work under pressure to deadlines, with potentially conflicting priorities, using a high level of problem-solving skills.	x		AS/IN
<b>Other attributes</b>			
Experience of managing large contracts and procurement (values in the millions).	x		AP/IN
Experience planning, implementing, and managing major schemes and projects.	x		AP/IN
Positive role model demonstrating the Council's culture, values and behaviours.	x		IN
Strong analytical skills and able to make logical decisions and to develop effective and creative solutions to problems.	x		AS/IN
Able to work positively and constructively under pressure and to meet deadlines.	x		AS/IN
Able to build strong and effective relationships with contractors, stakeholders and other partners.	X		AP/IN
Able to respect sensitive and confidential information in accordance with GDPR and information sharing protocols.	x		IN
Able to attend meetings and work out of hours when needed.	x		AP

Able to drive/travel around the borough and to other locations.	X		AP
This is a politically restricted post	X		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.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> 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.