



Role Profile

This section provides key information relating to the role

Job Title:	Service Manager (Street Scene)		
Post No:	RP0105	Grade:	COC
Team:	Environment Services Landscape and Ecology Climate Change	Location:	Hybrid Working
Responsible to:	Assistant Director (Public Realm)		
Responsible for:	Team Managers		

Overall job purpose:

To be the Council's lead expert on Environment, Landscape and Ecology and Climate Change.

To provide strategic and operational leadership and direction in managing and delivering the Waste Management Services and Grounds Maintenance, including the development of policies and strategies, to ensure the discharge and delivery of the council's statutory responsibility as a waste collection authority

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.

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.

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.

To work effectively and collaboratively with stakeholders and external partners to deliver aligned projects and priorities.

To deputise in the absence of the Assistant Director as needed.

Key areas of focus:

1.	Be responsible for and to provide lead expert advice to senior managers, Cabinet and Members Environment, Landscape and Ecology and Climate Change.
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.	Working with the Procurement Manager to address any non-compliance or poor performance and ensuring any relevant sanctions or remedies are consistently applied.
4.	To oversee large scale projects within the Environment, Landscape and Ecology and Climate Change team.
5.	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.
6.	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.
7.	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.
8.	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.
9.	To lead on the development and delivery of all strategies and policies within the service. To be responsible for keeping up to date with national waste strategy and policy, the drafting and development of key strategic strategies, service plans associated to the services within the post holder's responsibility
10.	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.
11.	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.
12.	To drive and support the Council's Sustainability Strategy and Action Plan, and environmentally sustainable projects and initiatives.
13.	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.
14.	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.

15.	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.
16.	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.
17.	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 experience in at least one of the service areas	x		AP
Membership of or affiliation to an appropriate professional body		x	AP
Substantial experience in waste services and Grounds Maintenance	x		AP/AS/IN
Experience in one or more of the other specialisms: Environment, Landscape and Ecology and Climate Change Services		x	AP/AS/IN
Experience and sound knowledge of managing large contracts and procurement (values in the millions)	x		AP/AS/IN
Experience planning, implementing and managing major schemes and projects	x		AP/AS/IN
Substantial experience of leading services at a managerial level	x		AP/IN
Experience of working in a local authority		x	AP/IN
Knowledge			
Detailed knowledge of the specialist area of waste services and grounds maintenance with substantial knowledge of applying and interpreting this in statutory requirements, but also in procedures, process and practices within an organisation for the waste and grounds services	x		AP/AS/IN

Understanding of recycling targets, national strategies (Resources and Waste Strategy for England) and best practice in sustainable waste management.	x		AP/AS/IN
Substantial knowledge of applying and interpreting this in statutory requirements, but also in procedures, process and practices within an organisation for the waste service	x		AS/IN
High level of knowledge and understanding of relevant service legislation and good practice in the other areas of Environment, Landscape and Ecology and Climate Change	x		AP/AS/IN
Detailed understanding of the current and future challenges and opportunities in the services	x		AP/AS/IN
Strong knowledge and understanding of financial budget management.	x		AP/AS/IN
Skills and abilities			
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		IN
Very highly developed effective written and oral communication and presentation skills to large and varied audiences on a wide range of topics, which can be contentious or emotive	x		AS/IN
The ability to analyse complex information or situations and to develop and advise appropriate solutions	x		AP/AS
Highly developed negotiation, persuasion and influencing skills	x		AP/IN
Ability to manage workload and plan up to a year or more ahead to develop new solutions, plans, strategies and services	x		AP/IN
Ability to develop and implement medium to long -term plans that align with council objectives and environmental targets	x		AP/IN
Ability to draft and review policies in line with national and local objectives	x		AP
Ability in budget setting, monitoring, cost control, producing reports and reviewing and analysing data	x		AP/IN
Ability to deliver various frontline services, with minimal supervision, using discretion and initiative	x		AP/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.	x		AP/IN
Other attributes			
Positive role model demonstrating the Council's culture, values and behaviours.	x		AP/IN
Ability to undertake a risk-based approach to service and operational management and service delivery planning.	x		AS/IN
Able to build strong and effective relationships with contractors, volunteers, stakeholders and other partners.	x		AS/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/IN
Full UK driving license	x		AP
This is a politically restricted post	x		AP

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.