

Job Description

Post title	Service Manager - Neighbourhood and Environmental Services	Grade	L
Department	Neighbourhoods and Environment	Post ref	

Overall job purpose

The purpose of this role is to lead and support a large waste and environment services team in more effectively helping to keep Ashfield clean, safe and accessible and helping resident's dispose of their waste responsibly and sustainably. By maintaining good employee morale and making the best possible use of diminishing resources, the role will ensure service quality and positive outcomes are maintained.

Crucial to success will be spending time understanding the customer demands placed upon our services and what really matters to residents, as well as time spent working alongside team leaders and frontline employees, in order to help them improve the way the service is delivered. The role will also explore opportunities for commercial development within the service.

Leading by example and adopting a hands-on approach, the role will allow, encourage and enable front line employees and team leaders, to collectively identify and solve problems and make service improvements. The role will be responsible for embedding an empowering culture so as to maximise the potential for learning and improving.

To ensure the transport services provides legally compliant, value for money and customer focused services.

Reporting relationships

Reports to: Director – Place and Communities

Responsible for:
 Environmental Services
 Waste and Recycling Services
 Allotments and Cemeteries
 Transport and Depot Services
 Customer Support
 Commercial and Pest Control

Key tasks and responsibilities – post specific

To help develop and deliver the purpose of the Council's waste and environmental services as well as clarity on what good looks like, ensuring the team's efforts are aligned behind achieving both.

To oversee the work of the Transport services team and ensure opportunities for greater integration with operational services.

To explore commercial opportunities within the Neighbourhood Services section as part of the Commercial Enterprise Strategy.

To lead by example and behave in a way which is consistent with the purpose and operating principles of the service; ensuring decisions are made on good data.

To empower and support the frontline so they are proactive and confident to make to constantly look for ways to improve rather than accepting the status quo.
To foster a culture of continuous learning within the team, providing opportunities for colleagues to share information and lessons learned with each other.
To ensure the teams' establish and use performance measures, enabling them to understand how far we are meeting the purpose of the service.
To lead, assist and support corporate waste and environmental policy and strategy development and ensure corporate and service ambitions are aligned.
To ensure the services are delivered in line with all statutory and legal requirements (including health and safety), ensuring any policies, procedures and regulations are effectively communicated, implemented and adhered to, while maintaining only those records which are necessary to meet this standard; keeping bureaucracy to a minimum.
To work with the team to build capacity in the community, such that they can play a greater role in maintaining and improving the local environment.
To write reports and briefings for the Corporate Leadership, Cabinet, Portfolio Holder and other meetings as necessary, and attend such meetings or briefing sessions as required.
To attend CLT and Leadership and take part in portfolio briefings as appropriate.
To monitor and pragmatically manage risks within waste and environmental services.
To support both corporate and directorate business planning and performance management processes, ensuring they add value.
To support cross-cutting corporate projects and initiatives as appropriate.
To deputise for the Director for Place and Communities in their absence.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost

and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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Person Specification

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Leadership Level 1
	Assessment
Seeing the Big Picture	Leadership Level 1
Changing and Improving	Leadership Level 1
Making Effective Decisions	Leadership Level 1
Leading and Communicating	Leadership Level 1
Collaborating and Partnering	Leadership Level 1
Building Capacity for All	Leadership Level 1
Achieving Commercial Outcomes	Leadership Level 1
Delivering Value for Money	Leadership Level 1
Managing a Quality Service	Leadership Level 1
Delivering at Pace	Leadership Level 1

Skills	Essential / Desirable	Assessment
Leadership	Essential	Application/Interview
Strategic thinking	Essential	Application/Interview
Driving a culture of efficiency, excellence and innovation	Essential	Application/Interview
Well-developed communication and negotiation abilities	Essential	Application/Interview
High level planning and organising	Essential	Application/Interview

Knowledge	Essential / Desirable	Assessment
Key drivers for the Neighbourhoods and Environmental services.	Essential	Application/Interview
Strategy formulation and implementation	Essential	Application/Interview
Local authorities' political processes	Desirable	Application/Interview
Awareness of national drivers and policy directions relating to waste and environmental services.	Essential	Application/Interview
Service Planning	Essential	Application
Performance Management	Essential	Application
Financial Management	Essential	Application

Experience	Essential / Desirable	Assessment
Management for at least 3 years in one or more of the specialist areas	Essential	Application/Interview
Contract management	Essential	Application/Interview
Partnership working	Essential	Application/Interview
Project Management	Essential	Application/Interview

Qualifications	Essential / Desirable	Evidence
Degree or equivalent in a relevant discipline	Essential	Application
Able to demonstrate a track record of continuous learning and development.	Essential	Application
Diploma in Management Studies or equivalent	Desirable	Application

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The post is politically restricted under the Local Government (Politically Restricted Posts) (No. 2) Regulations 1990 • Must have a passion for public service. • Strong commitment to on-going learning and personal development. • Must be comfortable working alongside and engaging with frontline teams, senior managers and Elected Members. • Full UK driving licence. • Flexible working hours based on the needs of the service. • The employee will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

Date produced / last amended
September 2020