

JOB DESCRIPTION



NORTH
NORFOLK
DISTRICT
COUNCIL

Environmental Services Team Leader (Post 2046)

Service Area

Environment and Leisure Services

Manager/Team Leader

Environmental Services Manager

Direct reports

2

Total Managed

2

Purpose of the Role

To lead and manage the Environmental Services Team in providing a range of services that meet distinct corporate objectives, through the effective management and monitoring of the North Norfolk District Council's Environmental Services contracts.

To deliver the objectives of the Environmental Services team plan and to ensure the Council fulfils its business objectives and statutory responsibilities.

To resolve complaints in a professional manner and to promote methods of sustainable waste management and efficient street cleansing practices.

To work with internal and external partners to deliver successful outcomes.

Key Result Areas

1. Management of staff – responsible for the direct management of the Environmental Services team in delivering a number of external contracts providing corporately critical services, including leading and motivating staff to deliver the best possible service.
2. Management of service area — setting clear and effective direction and leadership for the Environmental Services Team, to enable them to perform to a high standard in support of delivery of the Council's objectives and strategies.
3. Delivery of service plan - ensure that members of the team clearly understand the objectives and priorities for the service and these are communicated in a regular, consistent and effective manner.
4. Contract management - Develop and implement monitoring and inspection programmes to effectively manage Contractor performance.

5. Inspect and audit contractor's compliance with Health and Safety in relation to contracted activities, ensuring compliance with relevant legislation and operating methods.
6. Demonstrating the effectiveness of the service through systematic performance management and measurement and reporting of outputs (including contractors).
7. Play a leading role in ensuring North Norfolk has a high quality local environment all year round, including participation in delivering key Blue and Green Flag awards and supporting of community litter picking.
8. Responding to enquiries and investigating complaints from residents, customers, businesses and elected members and decide on the most appropriate course of action with reference to departmental policies and procedures.
9. Undertake investigations and enforcement work related to Environmental Services activities, working in connection with other teams, departments and other enforcement bodies where matters progress beyond sphere of knowledge.
10. Prepare correspondence, records and legal notices relating to environmental offences.
11. To support the Environmental Services Manager in developing policy and practice relating to specific technical areas of Environmental Services work.
12. Responsible for the provision of specialist / technical / professional advice, explanations and guidance to Members, committees, staff, senior management, members of the public, local businesses and other agencies on complex matters. Information is to be provided in a way that can be understood by the recipient and persuades them about the desired outcomes.
13. Play a leading role in waste reduction and the improvement of recycling rates in North Norfolk using knowledge, initiatives and communication to drive behaviour change.
14. Actively look to promote the Council's chargeable services to include the retention and increase of the trade waste customer base.
15. Ensure team risk assessments, method statements and operational procedures are regularly reviewed and updated.
16. Manage time and workload effectively to ensure that the key outcomes of the role, the service and the Council are delivered in a timely and cost effective manner.
17. Actively seek new sustainable and carbon neutral/negative methods for working and service delivery.
18. Play a leading role in managing complex pollution/stranding incidents, occasionally without a set precedent.
19. Additional, unsociable hours both planned and unplanned may be required. To take part in the Council's out of hours scheme as required.
20. To promote and adhere to the workplace values of our organisation.
21. To take responsibility for your own Health and Safety and that of other persons who may be affected by your actions or omissions at work.
22. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



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Environmental Services Team Leader (Post 2046)

		Essential	Desirable	How Identified
Experience/ Knowledge	Experience in a contract monitoring/management role	✓		Application Form*
	Experience of grounds maintenance and Non Native Invasive Species (NNIS)		✓	Application Form*
	Knowledge and understanding of sustainable waste management policies and practices on a local and national level	✓		Application Form*/ Interview
	Knowledge and understanding of the importance of a high quality local environment (street scene)	✓		Application Form*/ Interview
	Knowledge and understanding of the contractual, legal and policy frameworks within which the service operates	✓		Interview
	Experience of working in partnership with other service areas, organisations and agencies	✓		Application Form*/ Interview
	Demonstrates a good knowledge of Health and Safety legislation as it affects the Council's assets, staff and contractors	✓		Application Form*/ Interview
Qualifications	Degree or equivalent qualification in a discipline related to the role	✓		Application Form
	Level 4/5 qualification in management or postgraduate qualification at an appropriate level in relevant technical or management area.	✓		Application Form
	Full Membership of Chartered Institution of Wastes Management		✓	Application Form
Training	IOSH Managing Safely or equivalent	✓		Application Form*/ Interview

	Chapter 8 Supervisor Certification		✓	Application Form*/ Interview
	Able to demonstrate Professional body CPD requirements are up-to-date	✓		Application Form*/ Interview
Skills	IT proficient with the Microsoft Office package and Environmental Health database	✓		Application Form*/ Interview
	Able to prioritise, plan and manage workload including a range of competing priorities	✓		Application Form*/ Interview
	Good interpersonal and communication – oral and written (reports/letters/notices/ records/ presenting)	✓		Interview
	Good numeracy and literacy skills	✓		Application Form*/ Test
	Experience of working in a customer orientated environment	✓		Application Form*/ Interview
	Ability to solve problems which are often of a similar nature and within previous experience and learning	✓		Interview
	Ability to deal with contractors to ensure delivery of a (high profile) range of services	✓		Application Form*/ Interview
	Management, leadership and motivational skills to be able to implement necessary change	✓		Application Form*/ Interview
	Good promotion and negotiating skills	✓		Interview
	Good people/customer management skills	✓		Interview
	Investigative skills, able to interpret and analyse results.	✓		Application Form */ Interview
Aptitude and Disposition	Well organised demonstrates a methodical and systematic approach to work	✓		Interview
	Experience of working as part of an effective team	✓		Application Form */ Interview
	Enthusiastic and self-motivated	✓		Interview
	Flexible approach to meet service requirements	✓		Interview
	Ability to adapt style to different (sometimes challenging) circumstances	✓		Interview
	Assertive	✓		Interview

	Demonstrates commitment to delivering a quality service or product	✓		Interview
	Demonstrate making effective judgements or decisions to successfully solve problems and will be able to evidence awareness of the wider organisational context.	✓		Interview
Personal Circumstances	Ability to work from home where required.		✓	Interview
	Ability to work outside office hours (planned and unplanned)	✓		Interview
Physical	Capable of transporting materials and equipment across a variety of terrain	✓		Interview
	Able to work outside in all weather conditions and a range of physical environments	✓		Interview

*In order to assess from the application form please provide us with an example.

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

Fairness - We respect people and treat everyone fairly

Ambition - We welcome new challenges and embrace change

Integrity - We are open and honest and listen

Resourcefulness - We strive to be efficient with our resources