

**Contracts and Waste Services Manager (Post 1155)**

**Service Area**

Environmental and Leisure Services

**Manager/Team Leader**

Assistant Director for Environmental and Leisure Services

**Direct reports**

5

**Total Managed**

10

**Purpose of the Role**

Lead and manage the Environmental Services team including line management responsibility for the Corporate Health and Safety Officer. Through effective leadership and development of your team in such a way as to ensure the service is forward thinking customer focused and high performing.

Provide operational management of the high value external contracts that deliver front line waste, recycling, cleansing and grounds maintenance services on behalf of the Council.

Develop and deliver the service plan and to ensure the Council fulfils its business objectives and statutory responsibilities whilst instilling a culture of change, innovation and challenge across the service managed.

Develop policy and practice for the service area.

Promote the development of a positive Health and Safety culture across the organisation.

Ensure corporate health and safety duties are fulfilled through the line management of the Corporate Health and Safety Officer.

As an integral part of the management team within Environmental and Leisure Services, take an active role in the wider management activities within the department and contribute to corporate activities including the Service Managers Group and project working groups.

Work with partners to deliver effective outcomes to improve efficiency and meet customer needs.

Assist in the development of other areas of contractual or service delivery which may be included within the remit of the post in the future.

**Key Result Areas**

1. Responsible for the development and delivery of the service business plan to provide an efficient and effective service across Environmental Health meeting the corporate objectives and statutory responsibilities.
2. Management of service area – Setting clear and effective direction and leadership for the Environmental Services and the Corporate Health and Safety Officer, to enable performance to a high standard in support of delivery of the Council’s objectives and strategies. Develop and monitor suitable performance indicators, including the completion of corporately reported performance data and provision of data to county and country wide data sets, to ensure performance standards meet set expectations.
3. Performance management, recruitment and development of staff - responsible for direct management of staff, including leading and motivating staff to deliver the best possible service. To provide management cover in other Environmental Health areas as required.
4. Responsible for the operational management of external contracts for the following services:

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| * Waste and recycling collections * Waste processing * Street cleansing * Street signs | * Office cleaning * Grounds maintenance * Public toilet cleaning * Hazardous and clinical waste |

1. Lead and support the effective procurement of goods and services within the service/department and the ongoing operational management and monitoring of relationships and contracts with external suppliers.
2. Financial management – Setting, managing, balancing and monitoring the budgets for these services (>£5m revenue) including authorising high value invoices and purchase orders. Identifying and acting on opportunities for income generation and savings.
3. Manage commercial aspects of the service and actively seek opportunities to maximise revenue, in particular, from the commercial and garden waste services and recycling activities.
4. Explore opportunities to improve the effectiveness and efficiency of services through collaboration, partnership working and continuous challenge.
5. Review business processes within the team in order to deliver the Council’s Digital Transformation agenda.
6. To lead and be responsible for the development and review of corporate and service wide policies, procedures and plans to ensure the effective delivery of the Environmental Health service business plan, corporate objectives and compliance with statutory requirements.
7. Information Management – Responsible for the production of reports and statutory return for the Assistant Director of Environmental and Leisure services, CLT, Elected Members and Government agencies.
8. Project Management – Initiating, managing and delivering projects on new initiatives / legislation, internally and externally with partner agencies and other stakeholders.
9. 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.
10. Development and management of the Environmental Health database system and management of the associated contract. Ensuring that data relating to statutory and non-statutory services, cases and licenses is store and managed in line with the appropriate legislation.
11. Manage the Corporate Health and Safety Officer, facilitating work with other individuals, managers, contractors and teams across the organisation to ensure that the Council’s corporate health and safety responsibilities are met in line with the relevant legislative requirements such as the Health and Safety at Work etc. Act 1974.
12. With the Support and guidance of the Corporate Health and Safety Officer ensure that Managers, Directors and the Chief Executive Officer understand and fulfill their responsibilities with regard to health and safety.
13. Through effective contract, people and stakeholder management, utilise influencing, persuading and negotiating skills to promote best practice and compliance with all contractual terms, policies and relevant legislation to ensure the best interests of the Council are met.
14. To represent the authority at local, regional and national level in areas of technical and professional expertise to ensure appropriate and strong representation to deliver suitable outcomes for the authority.
15. Represent the Council as required, on any appropriate group (e.g. TCG) during emergency incidents and other situations including out of office hours and in particular;
    * Liaise with other partner agencies to provide an effective multiagency response,
    * Co-ordinate and assist in any response and carry out appropriate remedial action.
16. Responsible for overseeing and coordinating the handling of major/complex investigations and/or contractual issues, acting as an expert in the relevant field.
17. To respond to freedom of information requests, high level complaints and other enquiries.
18. Responsible for the preparation of appropriate responses to Government consultations and initiatives relevant to the role services managed, and how these will impact on the service and to oversee their implementation to enable the Council to respond in a timely manner.
19. To promote and adhere to the workplace values of our organisation.
20. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
21. Any other work required and as directed within the confines of the existing grading and post.



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| **Contracts and Waste Services Manager (Post 1155)** | | | | |
|  | | **Essential** | **Desirable** | **How**  **Identified** |
| **Experience/**  **Knowledge** | Demonstrates significant experience and expert professional knowledge and understanding of environmental services, contract management and Local Government with a proven track record of managing a team of professional specialists | **🗸** |  | **Appl Form/**  **Interview** |
| Experience and knowledge of Procurement and Contract Management | **🗸** |  | **Appl Form/**  **Interview** |
| Demonstrate knowledge of Quality Management Systems |  | **🗸** | **Application Form** |
| Demonstrate commitment to continuous improvement, including experience of implementing change within a team/service | **🗸** |  | **Interview** |
| Experience of managing projects | **🗸** |  | **Interview** |
| Able to demonstrate a proven track record of Environmental Services Management including providing technical/ professional advice to services and the whole organisation | **🗸** |  | **Application Form** |
| Experience of working in partnership with other service areas, organisations and agencies | **🗸** |  | **Application Form** |
| Experience of financial management including preparing and monitoring large  expenditure and income revenue budget and high value capital expenditure | **🗸** |  | **Application Form** |
| Experience of managing and co-ordinating employees, vehicles, equipment and  materials, including determining priorities for resources in order to provide an effective service | **🗸** |  | **Application Form** |
| Proven track record of working in a political environment and committee processes, including briefing members on complex  issues relating to their field | **🗸** |  | **Application Form** |
| Demonstrate detailed knowledge of the legislation relevant to the Environmental  Services team functions (e.g. waste collection and disposal, duty of care, street cleansing) | **🗸** |  | **Application Form** |
| Demonstrates a good knowledge of Health  and Safety legislation as it affects the Council’s assets, staff and contractors |  | **🗸** | **Application Form** |
| Demonstrates effective leadership and staff  management skills and has a good understanding of performance management | **🗸** |  | **Application Form** |
| Has played a leading role in the  development of service strategies, policies and practices | **🗸** |  | **Application Form** |
|  | Understanding of the wider environmental health function in order to determine IT and system requirements. | **🗸** |  | **Application Form** |
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| **Qualifications** | Post holder will hold Degree or equivalent qualification in a discipline related to their role | **🗸** |  | **Application Form** |
| Level 5 qualification in management or equivalent experience | **🗸** |  | **Application Form** |
| Post graduate qualification at an appropriate level in relevant technical field, for example; waste management |  | **🗸** | **Application Form** |
| Full driving licence | **🗸** |  | **Application Form** |
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| **Training / Membership** | Full membership, through competency based assessment, of Chartered Institution of Waste Management (CIWM) | **🗸** |  | **Application Form** |
|  | Compliance with relevant professional bodies’ CPD requirements in accordance with role and responsibilities | **🗸** |  | **Application Form** |
|  | Training in dealing with emergency situations/incident management e.g. Tactical Coordination Group | **🗸** |  | **Application Form** |

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| **Skills** | Good interpersonal and communication skills – oral and written (reports/letters/records/ presentations) for use internally and externally | **🗸** |  | **Interview** |
| Management, leadership and motivational skills to be able to implement necessary change | **🗸** |  | **Interview** |
| Coaching and mentoring | **🗸** |  | **Application Form** |
| Budget management and financial planning skills | **🗸** |  | **Application Form** |
| Flexibility, resilience and ability to work and remain calm under pressure | **🗸** |  | **Interview** |
| Ability to make timely and effective decisions in situations with no precedents and/or where the reputation of the Council may be affected. | **🗸** |  | **Application Form** |
| IT proficient with the Microsoft Office package and Environmental Health database | **🗸** |  | **Application Form** |
| Able to prioritise, plan and manage workload including a range of competing priorities within a political environment | **🗸** |  | **Application Form** |
| Analysis and problem solving; Be innovative and creative in solving problems and to finding and applying solutions | **🗸** |  | **Interview** |
| Ability to balance business needs and cost of compliance | **🗸** |  | **Application Form** |
| Ability to listen and to be clear and articulate in communications with a wide range of stakeholders / partners | **🗸** |  | **Application Form** |
| Ability to develop professional policies and procedures taking into account wider organisational issues and demands | **🗸** |  | **Application Form** |
| Ability to act and think strategically and implement policies accordingly | **🗸** |  | **Application Form** |
| Possess strong influencing and negotiation skills to be able to secure legislative compliance, manage conflict and achieve solutions to complex problems | **🗸** |  | **Interview / Testing** |
| Ability to manage contractors to deliver a (high profile) range of services | **🗸** |  | **Application Form** |
|  | Ability to interact and influence managers at all levels of the organisation to drive statutory compliance and create and develop an effective health and safety culture across the organisation | **🗸** |  | **Application Form/interview** |
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| **Aptitude and**  **Disposition** | Assertive, articulate and self-aware | **🗸** |  | **Interview** |
| Can work alone or as a member of a team | **🗸** |  | **Application Form** |
| A commitment to delivery of a quality service through continuous improvement | **🗸** |  | **Application Form** |
| Is positive, proactive and customer focused | **🗸** |  | **Application Form** |
| The ability to work under pressure particularly in situations that may affect  business continuity | **🗸** |  | **Interview** |
| Enthusiastic, self-motivated and listens and responds positively to the diverse needs of others | **🗸** |  | **Interview** |
| Responds positively to changes within the external and work environment | **🗸** |  | **Interview** |
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| **Personal**  **Circumstances** | Able to work outside normal working hours as required | **🗸** |  | **Interview** |
| Sufficient personal mobility to undertake site visits and move between or around different sites; attend meeting often out of normal office hours | **🗸** |  | **Interview** |
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| **Physical** | May on occasions be exposed to the hazards such as:  Disorderly/potentially violent clients,  •Operational waste management sites, vehicles and plant.  •Other public health issues.  •Disorderly/potentially violent clients, especially in licensed premises and when dealing with statutory nuisance  •Pest infestations  •Infectious diseases  •Contaminated food  •Environmental Pollution e.g. contaminated land and water  •Operational waste management sites, vehicles and plant  •Hazards associated with breaches of Health and Safety at Work legislation  •Unsafe buildings and property  •Other public health issues. | **🗸** |  | **Interview** |

**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