

# HEAD OF SERVICE (STREET SCENE AND WASTE POLICY, PERFORMANCE AND BUSINESS DEVELOPMENT)

## Role Profile



<b>Title</b>	Head of Service (Street Scene and Waste Policy, Performance and Business Development)	
<b>Grade</b>	GRADE L	
<b>Reference:</b>	N754	
<b>Reports to:</b>	Service Director	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type:</b>	Operational Leader	
<b>Primary purpose of role</b>	<p>To lead and take ownership for the strategic direction of the service ensuring compliance, performance standards, quality management and appropriate risk management control are maintained within Street Scene and Waste services.</p> <p>Leading Technical Managers to develop a safe, flexible and progressive service. Ensure robust delivery of a number of service wide activities to improve the customer experience and drive efficient service delivery whilst developing innovative ways of delivering a high quality and efficient service processes and procedures that delivers on statutory guidelines, national and local standards.</p> <p>Work strategically to influence the local and national agenda, including working with Central Government on national initiatives.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Designing and directing strategies to obtain customer insight. Data analysis used to drive service improvement initiatives (25%)</li> <li>▪ Lead on delivery of service improvement plans managing projects from inception to completion, driving a culture of continuous improvement through all areas of the service (25%)</li> <li>▪ A principal advisor to the Council on performance and policy relating to Street Scene and Waste, working with CMT and cabinet members on all aspects of service strategy. (10%)</li> <li>▪ Accountable for the alignment of performance and finance monitoring evidencing progress to</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Evidence that the customer experience is driving change and service improvement initiatives (10%)</li> <li>▪ Government set statutory targets are met (5%)</li> <li>▪ Evidence to support service improvements and transformation strategies are being embedded (5%)</li> <li>▪ Policy developments aligned with industry guidance and standards. (10%)</li> <li>▪ Performance indicators evidence services are being delivered within budget and benefit targets are met (10%)</li> <li>▪ Workforce and Resource management targets are met (10%)</li> </ul>

	<p>achieving desired benefits and efficiencies against an overall service budget of circa £15 million.(10%)</p> <ul style="list-style-type: none"> <li>▪ Provide oversight for risk management for the service, ensuring corporate risk strategy and processes are embedded and effective reporting of risk mitigations is in place (5%)</li> <li>▪ Driving delivery of the Street Scene and Waste vision 10%)</li> <li>▪ Strategic design and continual improvement of the business intelligence and processes to ensure timely and relevant response to customers, for example, Freedom of Information requests, and Local Government Ombudsman complaints (10%)</li> <li>▪ Lead on and co-ordinate all responses and planning for external audits and inspections (5%)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Robust quality management processes and procedures in place,. (10%)</li> <li>▪ Performance data is embedded across the Service and used to target opportunities for improvement. (10%)</li> <li>▪ Risk management processes are documented and actively monitored (10%)</li> <li>▪ Responses to Freedom of Information requests, Local Government Ombudsman complaints within defined timeframes (10%)</li> <li>▪ Audit and inspections are planned, and administered within defined timeframes (10%)</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Lead on authoring, reviewing and updating service policy and customer service standards; manage all associated culture change, escalation and communication process. (5%)</li> <li>▪ Ensure that the design and delivery of services, and key decisions are made having fully engaged and involved the local community and our customers. (5%)</li> <li>▪ Collate and analyse performance management information across Street Scene and Waste Services, and develop and deliver (or recommend where outside direct control) initiatives to improve service performance, efficiency and cost effectiveness. (20%)</li> <li>▪ Lead on development and implementation of technical systems including new mobile working systems; managing and prescribing effective data analysis to create business intelligence; (10%)</li> <li>▪ Lead the interpretation and analysis of complex data, trends and system information to feedback to inform service improvement and continuous learning. (10%)</li> <li>▪ Embed quality management systems and procedures to ensure the consistency of good quality services and practices. (15%)</li> </ul>	

	<ul style="list-style-type: none"> <li>Act as system owner and manage contractual arrangements, for technical systems such as the in-cab and hand held systems that are used to manage tasks and record key information. (15%)</li> <li>Collaborating with Public Protection Service, Contact Centre and Communications team colleagues to oversee development and implementation of effective information and education campaigns and deliver street environmental enforcement in order to address non-compliance with street scene and waste policy. (5%)</li> <li>Collaborating and partnering with key strategic stakeholders driving the effective use and alignment of resources across the city, regionally and sub-regionally. This includes developing business models to maximise the efficiency of functions across the Council and our partners through shared resource arrangements and effective contract delivery. (10%)</li> <li>Deputise for the Service Director of Street Services as appropriate. (5%)</li> <li>Carry out other duties appropriate to the grade of the post.</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Degree level qualification in a discipline relevant either to Street Services or to Policy and Performance Management or Customer Engagement or Corporate / professional membership of a recognised institute or body related to Street Scene and Waste.</li> <li>Full working knowledge of environmental legislation and policy (regional, national and European frameworks) and of good practice, particularly in relation to developing and implementing innovative policies and delivering strategies for the management of the service areas.</li> <li>H &amp; S qualification such as NEBOSH or a willingness to achieve qualification within a year of being appointed.</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge and practical application of customer engagement and insight approaches to direct and deliver service improvement.</li> <li>Knowledge and application of corporate risk management strategy and processes</li> <li>Full driving licence.</li> <li>Extensive knowledge of the processes involved in GDPR, Freedom of Information and Local Government Ombudsman Complaints</li> <li>Knowledge of relevant service data requirements such as waste data flow</li> <li>Experience of working within local government setting and within a political environment Certificate of Technical Competence in waste management</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>Experience of effectively managing complex budgets</li> <li>Proven evidence of leading service delivery in a performance driven culture of continuous improvement</li> <li>Proven experience of partnership working and involvement at a senior level.</li> <li>Demonstrate through effective delivery, high standards of implementation of HSE policy, practice and process.</li> </ul>

	<ul style="list-style-type: none"> <li>Management of service specific improvements and complex change projects</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>Public relations experience,</li> <li>Demonstrable commercial expertise with the ability to generate significant new income from the public and private sectors</li> <li>Experience of working in an ISO environment</li> <li>Demonstrable experience of leading change within a customer facing workforce, to improve behaviours and communications with customers</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>Skills to create, manage and monitor large revenue and capital budgets.</li> <li>Proven leadership skills with the ability to develop and deliver cultural and operational changes</li> <li>Working in a complex political organisation.</li> <li>Ability to motivate and influence managers, Supervisors and Staff to deliver their highest standards and best practise</li> <li>Excellent organisational, planning and prioritisation skills</li> <li>Ability to negotiate, influence and persuade</li> <li>Report writing</li> <li>Management of technical systems.</li> <li>Robust analytical skills, particularly around interpreting data to inform service improvement</li> <li>An understanding of continuous improvement and how it is determined</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	