

HEAD OF SERVICE (STREET SCENE AND WASTE BUSINESS OPERATIONS)

Role Profile



Title	Head of Service (Street Scene and Waste Business Operations)	
Grade	GRADE L	
Reference:	N755	
Reports to:	Service Director	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Operational Leader	
Primary purpose of role	<p>To lead and take ownership for the strategic direction for Street Scene and Waste services, ensuring a commercial and competitive approach is maintained at all times. To ensure that the Council’s waste disposal, recycling activities and the grounds maintenance and street cleansing activities are carried out in accordance with environment legislation.</p> <p>Develop new ways of delivering a high quality and efficient service that delivers on statutory guidelines, national and local standards and supports the vision of a greener, cleaner city. Maintaining and improving the quality of the local environment through continuous improvement of street cleansing, waste collection and green estate management, with a focus on quality and customer satisfaction.</p> <p>Championing and supporting a positive Health and Safety culture within the service ensuring that appropriate resources, processes, systems, support and training are made available to ensure a safe working environment.</p> <p>Work strategically to influence the local and national agenda, including working with Central Government on national initiatives.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Principal advisor to the Council on Street Scene and Waste issues, working with CMT and cabinet members on all aspects of service strategy. (25%) Manage the service budget of approximately £15m to ensure value for money and high return on investments. (25%) Lead on or oversee the planning, development and delivery of works, 	Role measures <ul style="list-style-type: none"> Government set statutory targets are met Deliver services within budget, and efficiency and benefit targets are met Engaged workforce where staff absence rate targets are met and a workforce development plan is delivered across the service. Income generation targets are achieved

	<p>services, projects and contracts relating to Street Scene and Waste services and in the development of commercialisation on behalf of the Council. (20%)</p> <ul style="list-style-type: none"> ▪ Ensure that all operational management and practices are in accordance with legislation. (10%) ▪ Effective leadership and management of frontline services in the street scene and waste sector (circa 300 staff), ensuring effective internal communications, recruitment, performance management and motivation of the whole team (10%) ▪ Provide vision and direction to the Council on all aspects of Street Scene and Waste. (10%) 	<ul style="list-style-type: none"> ▪ Service transformation is delivered on time and in line with corporate priorities ▪ Commercial activities are developed, delivered and meet targets
Key activities	<ul style="list-style-type: none"> ▪ Promote and develop co-operative partnership working including 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. (30%) ▪ Provide visible leadership on the Council's core values, ensuring that the Street Scene and Waste Service acts at all in times with them in mind. (10%) ▪ Provide effective leadership and work collegiately with senior colleagues and partners, to ensure the delivery of the Corporate Plan, Council values and City priorities. Ensure a strong culture of performance, delivery and efficiency including joined up services and better outcomes for the citizens of Plymouth. (10%) ▪ As a principal adviser to the Council on Street Scene and Waste Services issues, ensure the effective operation of the Council's Corporate Plan in relation to service delivery, efficiency, customer and client engagement, feedback and transparency. (10%) ▪ 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. (10%) ▪ 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%) ▪ Undertake high profile negotiations on behalf of the authority with other regional and national bodies involving significant outcomes, and in the case of funding, substantial sums of money. (5%) 	

	<ul style="list-style-type: none"> ▪ To present strategic issues at Cabinet on behalf of the Service Director. (5%) ▪ To take responsibility for ensuring the City has a clear and up to date Waste Management Plan with resources clearly allocated and full stakeholder engagement. (5%) ▪ Provide strategic input to the Council's major capital programmes, devising innovative and creative ideas for developing strategy and improving asset delivery, and assisting services to define needs and outcomes. (5%) ▪ Deputise for the Service Director as appropriate. (5%) ▪ Ensure customer standards are adhered to at all times. ▪ Carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree level qualification in a relevant discipline and/or corporate / professional membership of a recognised institute or body. ▪ 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. <ul style="list-style-type: none"> ▪ H & S qualification such as NEBOSH or willingness to achieve qualification within a year of being appointed ▪ Experience of managing large complex budgets ▪ IT Literate with competence in Microsoft packages
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Corporate / professional membership of a recognised institute or body. ▪ Certificates of Technical Competence (CoTC) in Waste Management ▪ Working knowledge of the application of Quality Management Systems ▪ Full driving licence
Essential experience	<ul style="list-style-type: none"> ▪ Extensive experience of effectively managing large budgets and delivering services and/or projects to time, quality and budget. ▪ Proven evidence of leading service delivery, change and improvement at a senior level as a decision maker ▪ Proven experience of partnership working and involvement at a senior level. ▪ Demonstrate through effective delivery, high standards of implementation of HSE policy, practice and process. ▪ Management of service specific improvements and complex change projects ▪ Monitoring, measuring and reviewing the effectiveness of teams to ensure continuous improvement ▪ Working in a performance focused culture with experience of leading others to meet KPI's.
Desirable experience	<ul style="list-style-type: none"> ▪ Demonstrable commercial expertise with the ability to generate significant new income from the public and private sectors, while delivering services in an efficient, cost-effective manner.

	<ul style="list-style-type: none"> ▪ Experience of working in a commercial setting linked to the services covered within the Street Services department. ▪ Experience of working in an ISO environment
Essential skills	<ul style="list-style-type: none"> ▪ Skills to create, manage and monitor large revenue and capital budgets. ▪ Proven leadership skills ▪ Working in a complex political organisation. ▪ Ability to motivate and influence managers, Supervisors and Staff to deliver their highest standards and best practise ▪ Excellent organisational, planning and prioritisation skills ▪ Ability to negotiate, influence and persuade ▪ Data Analysis skills ▪ Report writing ▪ Forward planning skills and ability to make recommendations are used in order to project plan any service developments up to 12 months ahead of implementation. ▪ Ability to interpret and analyse oral and written data and information. ▪ The ability to develop and deliver cultural and operational changes
Corporate standards <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	