**SEFTON METROPOLITAN BOROUGH COUNCIL**

JOB PROFILE

# POST

**Service Manager – Waste Management & Street Cleansing Services**

**(Operational In-House Services)**

# JOB PURPOSE

1. In conjunction with the Assistant Director, provide leadership and direction for the Waste Management and Street Cleansing Services including domestic & commercial collections of residual and recyclable waste, clinical waste, skip hire, out of hours operations and manual & mechanical street cleansing including programmed, project, contractual, and financial management in order to ensure compliance with all relevant statutory and legislative requirements and deliver the Council’s statutory obligations in accordance with the Councils visions, goals and core values.
2. To ensure that budgets and other resources are used in accordance with the Council's priorities and financial regulations, and that expenditure is accurately monitored and reported, and does not exceed budget, ensuring adherence to health & safety and compliance with current and future legislation.

To provide professional and technical advice and support, and ensure the Council undertakes its statutory duties in relation Waste Management and as the litter authority for the Borough. Direct the effective operations of all Services within the remit of the post holder, ensuring that individual service budgets and targets are met, and services remain competitive in the wider marketplace. Develop strategies and procedures to achieve and maintain a customer focused service to maximise cost effectiveness and customer satisfaction.

# LEADERSHIP

## Must demonstrate the following leadership competencies;

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1. Accomplished at working within a political environment and consistently demonstrate the skills and abilities needed to deliver outcomes, change and improvement within this context
2. Develop, lead, participate and collaborate in effective partnership across organisations and sectors
3. Provide clear vision and direction
4. Role model Sefton’s agreed leadership behaviours, values and culture
5. Focus on excellence
6. Empower and devolve decision making to the most appropriate level, as close as possible to the frontline, to maximise performance
7. Focus on the strategic and community leadership of place working effectively

with local political leadership to define and articulate Sefton’s vision and priorities

1. Focus on outcomes, break down service/professional barriers and facilitate One Council delivery
2. Demonstrate personal resilience

# BEHAVIOURS

Must demonstrate the following behaviours;

1. Provide support with a view to improving quality
2. Provide appropriate and constructive challenge
3. Create a culture that looks for understanding and solutions
4. Respect and value staff and demonstrate a ‘One Council’ approach
5. Communicate a consistent and clear message throughout the Council and with partners
6. Respect, listen to and value others’ views
7. Maintain a customer focus with a relentless pursuit of excellence
8. Demonstrate integrity, accountability and responsibility
9. Endeavour to improve outcomes for the communities of Sefton

JOB SPECIFIC

**PRINCIPAL RESPONSIBILITIES**

Leadership of the service

To lead, manage and develop the business and service plan for Waste Management and Street Cleansing Services functions of the authority in accordance with all approved policies and performance criteria. Ensure all service areas meet current legislation, regulatory and professional standards.

To provide all necessary advice and professional services involved in the delivery of the Waste Management and Street Cleansing Services, including legislative and policy compliance, health and safety, procurement and contract management.

Leadership of people

To provide motivational leadership for a large staff group and champion effective customer focussed services across your areas of responsibility, setting standards to ensure clarity of vision, ownership and pride in service provision.

To champion a culture of co-operation and teamwork to deliver shared goals in support of corporate and divisional priorities. To encourage, coach, train and develop individuals and teams to enable them to maximise their capacity and facilitate effective delegation.

Strategy Development

To develop, implement and review strategy, policy, process and procedure to provide continuous improvement in all Waste Management and Street Cleansing Services, in accordance with relevant and changing legislation, statutory duties and the management of reputational risk to the Council.

To lead in the development and implementation of the Councils strategic priorities regarding Waste Management and Street Cleansing Services. Manage services in an environmentally sustainable way. Re-engineer services to harmonise changing resources and customer demands.

Financial Management

Secure, profile, allocate, manage and monitor the revenue and capital budgets, associated with the service to ensure effective financial control and risk analysis.

To identify and seek external funding opportunities, and seek to attract additional investment to benefit the Borough, either through the Council obtaining resources, or its third party partners.

Performance Management

To ensure the efficiency, effectiveness and quality of services, within your area of responsibility, through the performance management of individuals and teams. Take action to rectify performance when necessary to continue to ensure that high quality services are delivered.

Contract Management

To direct, monitor and control the provision and performance of consultants, contractors and partner organisations employed by or engaged with the service to ensure effective and timely delivery, compliance with all statutory/legislative requirements and ensure value for money.

Procure, manage and monitor a variety of contracts in line with the Council’s constitution and procurement regulations to ensure services are delivered to the required quality, on time and to budget.

Project Management

To manage, as allocated, the Council capital and revenue projects and co-ordinate the diverse components of relevant projects through a robust project management framework, including planning, execution and change control to achieve the required balance of time, cost and quality.

Risk Management

Management of the significant risks associated with budgets, service delivery and legal risks, through the identification and control of risk within your area of responsibility. To escalate risks once identified if service level control cannot provide sufficient mitigation.

**GENERAL RESPONSIBILITIES**

* Ensure adherence to the Council’s constitution, policies and procedures in respect of all activities and decisions within the service area
* To participate as required in the Councils Emergency Plan and Civil Contingencies arrangements, which provide a Council response to major incidents
* To maintain personal and professional development to meet the changing demands of the role and ensure legislative adherence.

**STRATEGIC SERVICE**

* To contribute to the development and implementation of strategies, policies and initiatives for the Waste Management and Street Cleansing Service, in addition to supporting colleagues through collaborative working across the Council in the achievement of corporate priorities

**MANAGING CHANGE**

* To instigate, and effectively lead change within relevant areas of responsibility and develop flexible services and business models able to meet the changing needs of legislation, the Council and its communities

**PARTNERSHIPS & RELATIONSHIPS**

* To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region, and with customers and stakeholders related to the service area, in order to represent and promote the Council’s interests, and maximise the effectiveness of the service
* To build and maintain effective relationships with, and provide professional advice and support to the political and corporate leadership of the Council, and Elected Members to support their community leadership role, including attendance at meetings of the Council, Cabinet, Cabinet Member, public meetings and consultation events, as appropriate.

**PARTNERSHIP WORKING**

To deliver the outcomes for your role and your team, and to contribute to the delivery of Council outcomes, you will be expected to work with other teams within Operational In-House Services, other corporate departments and outside agencies.

Some of the critical relationships for this post include;

* + Government departments
  + Developers
  + Contractors
  + Combined Authority (Liverpool City Region)
  + MRWA (Merseyside Recycling and Waste Authority)
  + Local Enterprise Partnership
  + Funding organisations /agencies
  + Mersey Travel
  + Merseyside Police
  + Merseyside Fire & Rescue Services
  + Planning Services
  + APSE
  + Keep Britain Tidy
  + Liverpool City Region Officer meetings
  + Southport BID (Business Improvement District)

*This does not represent an exhaustive list but is indicative of the type of stakeholders*

**QUALIFICATIONS AND EXPERIENCE**

See Person Specification

**CORE COMPETENCIES**

The Council operates a competency framework. It aims to set out the types of behaviour expected at different levels, set against the following criteria:

* Valuing, developing and supporting our people
* Focusing on the customer
* Using Information to make decisions
* Planning and Managing resources
* Working as a team

**GENERAL**:

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all of the duties within the job profile.

**Prepared by**:

**Name:**  Michelle Williams

**Designation:** Assistant Director, Operational In-House Services

**Date:** September 2024

SEFTON METROPOLITAN BOROUGH COUNCIL

PERSON SPECIFICATION

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| --- | --- | --- | --- |
| Service area | Operational In-House Services - Waste Management & Street Cleansing | | |
| POST | Service Manager  Waste Management & Street Cleansing | GRADE | Hay 6 |
| POST No. | POST 300584 |  |  |

|  |  |  |
| --- | --- | --- |
|  | Essential (E)  or  Desirable (D) | Method of Assessment |
| QUALIFICATIONS | | |
| 1. Degree in appropriate discipline or significant, demonstrable experience to equate to the same level of knowledge   experience to equate to the same level of knowledge. | E | AF/I/C |
| 1. Full or Chartered membership of relevant professional institution | D | AF/I/C |
| 1. High degree of computer literacy | E | AF/I |
| 1. Evidence of continuous professional, management and leadership development | E | AF/I/C |
| 1. Appropriate Leadership / Business Management qualification | E | AF/I/C |
| EXPERIENCE | | |
| 1. Experience of leadership and management of **relevant service areas** within Local Government or a large complex organisation at a managerial level. | E | AF/I |
| 1. Considerable experience of developing and managing teams and services, including setting objectives, resources, and performance standards, within a large and diverse organisation. | E | AF/I/P |
| 1. Experience of service planning in a demanding environment with competing priorities, including experience of route optimisation & schedule creation. | E | AF/I |
| 1. Experience of developing and influencing successful strategy and policy in a complex organisation and implementing the same. | E | AF/I |
| 1. Experience of managing complex projects and programmes from concept to development and implementation. | E | AF/I |
| 1. Experience of delivering change and transformation projects, including assessment and implementation of new working methods that will deliver improved service standards, operational efficiencies and cost reductions. A proven track record of working effectively and delivering in co-operation and partnership with a wide range of customers and stakeholders. | E | AF/I/P |
| 1. Experience of the procurement and management of contracts, including the preparation of specifications, tender submission review and award. | E | AF/I |
| 1. Evidence of successful financial and project management, including resolving conflicting priorities, and applying rigorous monitoring and control procedures. | E | AF/I |
| 1. Experience of handling a diverse range of tasks and priorities within a politically sensitive environment. | E | AF/I/P |
| **KNOWLEDGE, SKILLS & ATTRIBUTES** |  |  |
| 1. The ability to provide effective leadership & management in the relevant service areas of the post and contribute to the overall delivery of the services as a member of its leadership team. | E | AF/I/P |
| 1. Current understanding and knowledge of relevant legislation, standards and best practice, in the relevant service areas of your post including but not limited to;  * Environmental Protection Act 1990 * Clean Neighbourhoods & Environment Act 2005, * DEFRA’s Code of Practice on Litter & Refuse * Environment Act 2021 * Code of Practice for Safety at Streetworks & Roadworks 2013 | E | AF/I/P |
| 1. Financial/budgetary and project management skills including accountability for agreed budgets. | E | AF/I |
| 1. Ability to apply a high level of analytical and constructive thinking to problem solve and seek resolution. | E | AF/I |
| 1. Ability to apply comprehensive project management and delivery through a robust framework. | E | AF/I |
| 1. Excellent communication and interpersonal skills and the ability to establish and maintain effective working relationships. | E | AF/I/P |
| 1. Effective negotiating skills, with proven ability to influence decision making. | E | AF/I |
| 1. Ability to develop, lead and contribute to effective teams and services to achieve a high level of performance. | E | AF/I |
| 1. Ability to handle a diverse and varied range of tasks, competing priorities and pressured deadlines. | E | AF/| |
| PERSONAL ATTRIBUTES REQUIRED | Essential (E)  or Desirable (D) | Method of Assessment |
| 1. An inclusive team worker who fosters partnerships, works collaboratively across boundaries, thinking beyond own area of expertise. | E | AF |
| 1. Motivated, optimistic and enthusiastic with the ability to respond to challenge and not be discouraged. | E | AF/I |
| 1. Customer focussed with a commitment to continuous service improvement. | E | AF |
| 1. A role model for others demonstrating a “can do” attitude and promoting positive challenge. | E | AF |
| 1. Take personal responsibility and be prepared to make difficult decisions when necessary communicating them to relevant colleagues / stakeholders as appropriate. | E | AF |
| 1. Demonstrate and promote openness, trust and respect. | E | AF/I |
| **SPECIAL REQUIREMENTS** |  |  |
| Possess a full current driving licence and use of own vehicle. | E | AF/I/C |
| Ability to work flexibly to meet the needs of the service in addition to attendance at evening meetings of the Council's Committees, Cabinet Member, opposition Party Briefings, Partnership meetings etc. which is a key feature of this post. | E | AF/I |
| The post holder will be required to attend projects on site within the working day and if required, outside normal working hours. | E | AF/I |

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| **KEY** | AF | Application Form |
| **I** | Interview |
| **C** | Certificate |
| **T** | Test |
| **P** | Presentation |