



Job description	
Job title	Head of Waste and Streetscene Services
Grade	PMG 3
Directorate	Communities & Neighbourhoods
Section/team	Neighbourhoods
Accountable to	Denise Best
Responsible for	Direct line management of Operations and Development Manager.
Date reviewed	July 2024

Purpose of the Job

As the Head of Waste and Streetscene Services you will provide leadership and strategic direction for the Council's Waste and Recycling service and Streetscene (Grounds Maintenance and Street Cleaning) service so that they comply with relevant statutory responsibilities and respond to legislative changes.

As the Head of Waste and Streetscene Services you will be the lead technical specialist for the design, development and implementation of the Council's Neighbourhood (Waste Management and Streetscene) Services. You will deliver and manage the Council's Strategy in respect of recycling, reuse and refuse collection.

You will play a key role in driving forward the transformation of the services and have a focus on improving our approach to waste minimisation through the delivery of effective behaviour change campaigns and efficient service delivery.

You will support the Chief Executive and Executive Management Team in the achievement of the Council's priorities, ensuring that the Council meets its legal, statutory, and political obligations whilst effectively managing risk.

Duties and Responsibilities

Head of Service Duties and Responsibilities

1. Support the Assistant Executive Director (Neighbourhoods and Commercial Services) in designing, developing and leading the Waste Management and Streetscene Services.



2. Work as a committed member of the Council's Communities and Neighbourhoods Department Senior Management Team, demonstrating the 'Expected Behaviours' the Council requires from its Senior Managers.
3. Develop and articulate a clear vision, strategy and business plan against which Neighbourhood Services will contribute to securing the Council's strategic objectives and budget strategy.
4. Advise the Assistant Executive Director (Neighbourhoods and Commercial Services), Executive Director (Communities and Neighbourhoods), the Corporate Management Team and the Cabinet Member for Communities and Neighbourhoods on relevant policies, strategies and service delivery models that support the delivery of the Council's Plan and Financial Strategy.
5. Understand the needs of the community through analysis of service data, citizen feedback and the co-production of relevant policy, strategy and delivery arrangements.
6. Ensure that appropriate policies and procedures are properly operated, communicated and monitored so that the aims and objectives associated with the services are delivered efficiently and effectively.
7. Ensure excellent customer focus and good performance management within Neighbourhood Services to ensure the community are engaged in the ongoing development of the services.
8. Develop, mentor and motivate directly accountable staff and through these officers ensure that all employees are well managed, developed, motivated and appropriately empowered.
9. Monitor and maintain effective financial management and decision-making accountability in line with the Council's Scheme of Delegation.
10. Accountable for Neighbourhood Services health and safety arrangements/systems by assessing risks as appropriate and ensuring that appropriate mitigation and improvement is made where necessary (with the support of the Council's Corporate Health and Safety Team).
11. Lead, review, implement and monitor the Service's Business Continuity Plans to ensure the Council's operational preparedness is maintained to the best level.
12. To deputise for the Assistant Executive Director (Neighbourhoods and Commercial Services) as required.
13. Matters relating to the Council's Waste Management Strategy and its objective to deliver sustainable waste management (by moving waste management higher up the Waste Hierarchy), mitigate the impacts of climate change, ensure that waste is utilised as a valuable material



resource across the City Region and to secure optimum financial efficiency.

14. Matters relating to the Resources and Waste Strategy for England and delivery of the Waste Management Strategy for Merseyside including opportunities for collaboration at a City Region level.
15. Matters relating to the Merseyside Recycling & Waste Authority (MRWA), waste direction and the requirement on the Council to align its collection operations with the waste disposal infrastructure and operational contracts.

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Health and Safety

To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
 - **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
 - **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
 - **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.
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- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending



Knowsley Council

Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.