Knowsley Council

| Job description | | | |
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| **Job title** | Area Operations Manager (Streetscene) | | |
| **Grade** | N | | |
| **Directorate** | Place | | |
| **Service/team** | Neighbourhoods Services | | |
| **Accountable to** | Senior Operations Manager | | |
| **Responsible for** | Environmental Maintenance Teams | | |
| **JE Reference** | (A3704) | **Date Reviewed** | October 2026 |

## Purpose of the Job

The primary role is the management of all Streetscene staff to ensure the delivery of high quality environmental services within the available budget and the delivery of value for money services to provide safe, attractive, sustainable neighbourhoods within the context of the Strategy for Knowsley, the Corporate Plan and Service Plans.

## Duties and Responsibilities

This is not a comprehensive list of all of 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.

## MAIN DUTIES AND RESPONSIBILITIES

### Operational Management

1) To manage all Streetscene Services operational staff providing effective and value for money operational services delivered within the context of Knowsley's Sustainable Communities Strategy and within the available budget.

2) To assist the Streetscene Senior Operations Manager and be directly responsible for the day to day management, direction and supervision of staff in the team. To manage sickness absence and disciplinary issues as appropriate in accordance with KMBC Management of Absence and Disciplinary Procedures.

3) To maintain an up-to-date working knowledge sufficient to provide professional/technical advice on all policy, legislation, regulation and best practice requirements in all aspects of service delivery.

Knowsley Council

4) To ensure the effective motivation, training and development of staff is in place to meet the service objectives, to ensure staff reviews are carried out regularly, training needs identified and a training plan compiled to ensure they meet the required levels of competence to achieve the performance targets.

5) To be responsible for the compliance of service quality standards across the service and to ensure adherence to the service's ISO 9001 Quality Management System.

6) To assist the Senior Operations Manager in the development of operational policy, procedural development and service plan improvements.

7) To assist in ensuring that all services are carried out efficiently with high standards of customer care and to the agreed service standards.

8) To assist in ensuring that Streetscene services are provided in accordance with approved budgets, reporting any variance and taking appropriate action. To make recommendations for improved budget utilisation.

9) To ensure the effective financial management of contracts and service level agreements with partners and contractors and to adhere at all times to the Council's scheme of delegation, financial regulations and standing orders.

10) To use all learning opportunities to develop personal skills necessary to improve effectiveness and efficiency of service delivery.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions "is good" because they want all Council employees to understand how important it is to "treat children in care and care experienced young people as they would their own". We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be "genuine", helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Council

## Knowsley Better Together – Staff Qualities




## Health and Safety

1) To be responsible for the health and safety and welfare of all Streetscene staff and ensure all Health & Safety procedures are adhered to in accordance with all corporate Health and Safety legislation, guidelines and best practice.

2) To ensure that relevant health and safety policies, risk assessments and procedures are up to date, managed, implemented, communicated and complied with.

3) To continuously develop and implement suitable and sufficient 'Safe Systems of Work' and 'Risk Assessments' in order to eliminate or minimise risks throughout all Streetscene operations

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.

- Report actual or potential security incidents.