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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE**: Head of Environmental Services | POST NUMBER:  |
| **REPORTS TO**  | Director of Transport, Environment and Planning |
| **DEPARTMENT:** Economy and Place | GRADE: 13 |
| **JE REF:** | 0001 | PANEL DATE: | 10/6/2021 |
| **1** | **MAIN PURPOSE OF JOB** The role of Head of Environmental Services is to provide exemplary strategic and operational leadership in all aspects of the successful delivery of Waste and Public Realm Services. This includes recycling and waste collection, refuse and recycling, fly tipping removals, bulky waste collections and commercial waste treatment and disposal. Street cleansing activities across York city centre and neighbourhoods, grounds maintenance services for council owned parks, green spaces and public spaces The role will support the Director of Transport, Highways and Environment in the delivery of the Council’s wider corporate and political priorities. |
| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | 1. A
 | To demonstrate inspirational and visible leadership whilst ensuring the effective management and development, performance and motivation, of services and employees and nurturing an organisational and departmental culture and behaviours that support of the Council’s priorities and values.  |
|  | 1. b
 | In accordance with the Council’s Health and Safety policy, be responsible for the implementation of H&S policy in your area of responsibility including providing effective leadership on health and safety and setting and reviewing targets for achieving improvements in health and safety performance. |
|  | 1. iii.
 | Advising the Council’s Chief Executive, Corporate Management Board, Leader, Portfolio Holder and Executive in all matters relating to service operations, policy and strategy, acting as the council’s ambassador and specialist for Waste and Public Real Services.  |
|  | 1. iv.
 | To leading and drive service transformation and change programmes across the Fleet Services including Vehicle Maintenance Workshops and Operators License, Waste Services including street cleansing, refuse and recycling, fly tipping removals, bulky waste collections, commercial waste and collection of general / dog litter bins, through innovation, reform, modernisation. This will include of a review of the council’s recycling collection model, to improve efficiency and reduce sick absence levels attributed to musculoskeletal reasons.  |
|  | 1. v.
 | To oversee the management of public realm activities including management of the councils’ tree stock, ensure stock is safe and to protect against any insurance claims. Ensure playground inspections are completed and actions implemented. Opening and closing of bar walls. |
|  | 1. vi.
 | To develop and implement a neighbourhood model for waste management and public realm service delivery that will include resident/customer liaison, staff consultation & engagement, and a focus on continuous improvement of the service.  |
|  | 1. vii.
 | To implement a review, procurement and delivery of a full scale Waste fleet transport review incorporating the introduction of an electric fleet to support the council’s target to be carbon neutral by 2030.  |
|  | 1. viii.
 | To introduce mobile working technology and in cab technology across waste and public realm activities to ensure service efficiency.  |
|  | 1. ix.
 | To support the delivery of exceptional customer experience of Waste and Public Real Services, fostering a culture of customer service excellence by supporting the development and implementation of digital services; exploiting technology to drive customer and resident satisfaction. |
|  | 1. x.
 | To lead the facilitation and collaboration of services in developing initiatives to manage the demand for council services by engaging and enabling residents and communities to become actively involved in improving and managing their neighbourhood and to solve longstanding problems in neighbourhoods. |
|  | 1. xi.
 | To work alongside the Director of Transport, Highways and Environment in the development of long-term strategic business and service plans; including long-term policy and strategy development and continuous service improvement, strategic project delivery with a focus on results and outcomes. |
|  | 1. xii.
 | To lead the strategic direction of operational delivery and performance of services with a focus on robust financial management, effective people management and development, project management and service performance supported by proportionate governance arrangements including quality systems and risk management in accordance with the Council’ policies and procedures. |
|  | 1. xii.
 | To lead on the commercial development of Waste and Public Realm Services by developing services that: maximise income generation and grant funding; prioritise effective commissioning & procurement; develop alternative delivery models; maximise the use of assets and where practicable incorporate cross sector and council collaboration. |
|  | 1. xiii.
 | To develop external, strategic partnerships by working with local strategic partners, local authorities across North Yorkshire, government agencies and departments and professional and sector bodies to raise the council’s profile and assist in the delivery of outcomes. |
|  | 1. xiv.
 | To foster and develop exemplary internal cross-council collaboration, working relationships and better connected services and partnerships, with senior officers, peers and specialists advisors whilst developing exemplary commercial contract partnerships with key contractors to provide seamless services, drive continuous improvement and promote working as ‘one council’. |
|  | 1. xv.
 | To seek to influence regional and national policy whilst offering professional expertise, innovation and insight into environmental issues including enforcement, waste collection and disposal and public realm matters. |
|  | 1. xvi
 | To support the council’s Executive and Councillors a by providing, professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions, taking delegated decisions within the council’s financial regulations and enabling the effective scrutiny of services and decisions. |
|  | 1. xvii
 | Participate as a member of the Transport, Highways and Environment Management Team and deputise for the Director as and when required. |
|  | 1. xviii
 | Leads in the preparation of the departmental service plan. Communicates the objectives and goals of the service plan and the Council plan throughout the team via PDR’s, one-to-ones, team meetings etc. |
|  | 1. xv
 | To lead on matters relating to the York and North Yorkshire Waste Partnership and other appropriate operational or direct service projects.  |
|  |  | To line manage the Waste Partnership Manage for the York and North Yorkshire Waste Partnership Manager. |
|  |  | Contract management of Yorwaste, a teckal company set up by NYCC and CYC to sell and manage recycling.  |
|  |  | To ensure the Fleet Service maintains and complies with the obligation under the terms of the Operators Licence agreement. To operate an efficient, effective and commercially viable Fleet and Workshop service that supports the needs of the Councils corporate vision; covering, compliance, procurement, whole life asset costs, specification and provision of vehicles for all users. |
|  |  | To ensure the corporate vehicle risk is managed through appropriate administration ensuring that vehicle maintenance records are retained for a period of no less than 15 months, ensuring that vehicles are specified as required and that operator licence discs are current and displayed correctly. |
|  |  | To ensure the operational services across the council manage the corporate driver risk via driver administration - including the checking of drivers' licences and driver CPC qualifications, ensuring that the retention of drivers hours records, and working time records. Ensuring compliance with the driving hour’s rules (EU or Domestic Hours rules) and records are retained. To ensure drivers are adequately trained and competent to operate relevant vehicles and equipment prior to use. Monitor and reporting safe loading and appropriate loads carried to the specified vehicle loading capacity. |
|  |  | To ensuring that the traffic commissioner is made aware of any relevant matters within 28 days including convictions and prosecutions of the transport manager(s) or drivers and also of my own resignation should I leave the employment of the operator.. |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLENo. reporting –Direct: 9 Indirect: 96 Waste + 70 Public Realm The post holder will directly manage staff across 3 tiers with a diverse range of skills, knowledge and experience. Posts reporting to this one, as indicated in the structure chart at the end of this job description, will include staff across public realm, waste and fleet: |
| **4.** | **CREATIVITY & INNOVATION*** The post requires a strategic, creative thinker who has the ability, knowledge and expertise to analyse complex and often conflicting issues and present imaginative, balanced and practical solutions. There are at times no set approaches and original thinking is required to manage the waste and public realms services in a historic city with significant growth pressures. These solutions will directly impact on the future development, sustainability and prosperity of the City.
* The post holder will bring innovation and an entrepreneurial perspective that supports the continuous improvement and development of services, drawing on best practice, emerging techniques and approaches, supported by effective, professional and technical networks and relationships.
* The post holder will create and maintain measurable methods of working to ensure job satisfaction, staff motivation and retention within all service areas.
* The post holder will be required to continually improve the service by the generation of new and innovative working practices to improve the efficiency, cost quality and customer experience; along with ensuring the service is run as a business unit with a strong performance management culture.
* The post holder will be required to assess, evaluate and report on working methods in order to create a healthier and safer work environment for both office and site-based staff, monitor working methods and source new and innovative equipment to aid with the task. (Manual handling equipment, improved performance, reduced sickness). The post holder will create and maintain methods of working to ensure job satisfaction, staff motivation and retention within the Waste Services.
* The post holder will be required to constantly take a flexible and innovative approach to addressing recruitment and retention issues with a view to maintaining adequate resources to meet workload demands.
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| **5** | **CONTACTS & RELATIONSHIPS****Internal:*** Key relationships with Director, senior managers, staff across the Directorate and other CYC Directorates on advising on strategies, policies, programmes and projects.
* Routinely deals with contentious and complex issue with high media profile and elected member interest.
* Regular contact with corporate finance and finance teams to agree project requirements, funding and financing arrangements.
* Regular contact with client representatives across the Council to agree project requirements, funding and programmes of work.
* Liaises with the Leader of the Council, Cabinet Member and senior members at the Cabinet, member groups and scrutiny committees, on an ad hoc basis providing information, advice and presenting reports.
* Management responsibility for all staff in the Waste and Public Realm service, involving use of persuasion, motivation assertiveness and influence to improve performance and introduce new working practices.
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|  | **External** * Regular contact with consultants to deliver the council’s capital and revenue programmes, including fee negotiation and monitoring of performance.
* Regular contact with and briefing of partners including consultants, contractors and specialists: agreeing methodology for contract cost control, fee management and quality levels, ensuring compliance to procurement regulations.
* Liaise with external suppliers of materials and services to ensure the department receives the required level of quality, relating to products and services
* Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained despite difficult, complex and sometimes controversial matters being involved.
* Needs to influence, persuade and negotiate with a wide range of statutory bodies, stakeholders, consultants, utilities, infrastructure providers, local businesses, interest groups, the public, community and advisory groups.
* Works with neighbouring councils to develop joint approaches and development of best practice initiatives, to enhance the planning and collaborative delivery of services the region.
* Stakeholders and the public – occasionally through public consultation, ward and parish meetings, exhibitions and presentations.
* Networking and contact with senior officers of other Authorities, consultants and contractors, to promote excellence and best practice in delivery of Council projects as well as developing shared services/contracts.
* Represent the Council at regional bodies for Waste
* The post will represent the Council in matters relating to the Waste Service & Public Realm area and will be expected to attend court hearings, public enquiries or tribunal as required.
* Negotiate with developers and their agents; and to develop effective and collaborative working relationships with developers, agents, key consultees and partner organisations in the city, regionally and nationally.

The post holder will need to develop and maintain contacts and relationships at a senior management level with national, regional and local organisation* Member of Parliament
* Parish councillors
* Voluntary organisations
* Media - local press and radio
* Contractors and sub-contractors
* North Yorkshire County Council and other LA’s
* Emergency Services
* Regional and sub-regional meetings with partner agencies
* Public and Commercial Customers
* Trade unions
* York and North Yorkshire Waste Partnership
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 | **DECISIONS – discretion & consequences*** The post holder has overall responsibility for the resource and financial management for the service, including the allocation of resources to work within objectives, budget parameters and timescales set by the Council. Ensuring the efficient use of available resources, prioritising conflicting demands and using judgement concerning workload, service delivery and cost-effective solutions.
* The post holder will authorise and make recommendations in reports on matters relating to key strategies, policies, programmes and projects.
* The post holder will be expected to make decisions in relation to the formulation of key policies, initiatives and projects which will have significant impacts on the future of the development of the city, improve the service and ensure that performance targets are met.
* Identification of all design, programme of cost issues and risks that will impact on the successful delivery of projects and schemes, judging necessary management interventions and implementing effective mitigation strategies.
* The post holder will be expected to determine appropriate procedures to ensure the health and safety of all staff working on or visiting sites.
* Direct budget management, for the provision of the Service area. Financial responsibility for capital investment projects.
* Assess requirements regarding the format and structure of any technical and tender documentation, procedural manuals and systems of working to provide a consistent, appropriate and supportive framework for the delivery of projects.
* Evaluate performance relative to business targets, identifying areas of potential failure, deciding upon and making recommendations for remedial action.
* Appropriate decisions in relation to the development and use of health and safety procedures will ensure staff are adequately protected from the range of hazards faced.
* When problems occur during projects and schemes, the post holder will have to use their knowledge and experience to find appropriate solutions to resolve the dispute within time, quality and cost constraints, negotiating agreement with various parties in the dispute.
* Assess requirements regarding the format and structure of any technical and tender documentation, procedural manuals and systems of working to provide a consistent, appropriate and supportive framework for the delivery of projects.
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| **7** | **RESOURCES – financial & equipment**(Not budget, and not including desktop equipment)Description Value**Waste:**Financial responsibility for the following indicative budgets:Total Expenditure Budget: £12,000,000 Waste Collection Budget: £3,500,000Waste Disposal Budget £6,00,000Income Budget £1,000,000Capital Budget: £1,500,000**Public Realm** Total Expenditure Budget: £4,500,000 Revenue Budget £3,000,000Capital Budget: £1,000,000 |
| **8** | **WORK ENVIRONMENT** **Work demands*** The post holder will be expected to respond at short notice to requests from senior management, Cabinet Members and other Councillors to provide solutions to a broad range of high profile issues including: maintenance, scheme, major project delivery, emergency response, service delivery issues, media interest and resources; some having a significant impact on services and Council corporate objectives.
* High workload pressures coming from the need to deliver a high-profile service within very tight deadlines and strict financial constraints.
* Delivery of planned work can be disrupted by requirements to deal with enquiries from the public, other officers and elected Members.
* Respond to enquiries from Members and the public within specified deadlines.
* The ability to work to the disciplines necessary to succeed in a commercially orientated environment.
* Monitor and review work programmes on a regular basis and be adaptable to changing priorities in order to ensure the authorities ambitions and requirements are met, this can on occasions require substantial amounts of re-programming of works, labour, plant and materials.
* Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained despite difficult, complex and sometimes controversial matters being involved.

**Physical demands:** * Normal office physical demands with significant keyboard activity.

**Work conditions:** * Mainly office based but requires some visits to sites.
* Site work, when required, involving activities such as crew and site visits. This work is not weather dependent and could be undertaken in adverse conditions.

**Work context:*** The work of the team is carried out very much in the public eye. Therefore, outputs for the team are constantly under scrutiny from the general public, elected Members, special interest groups and the media. This presents great pressure to avoid mistakes being made. The role is likely to face public criticism.
* Routinely deals with contentious and complex issue with high media profile and elected member interest.
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| **9** | **KNOWLEDGE, EXPERIENCE & SKILLS** **Knowledge*** Educated to degree level or have an equivalent management qualification.
* The post holder will hold a recognised public realm or waste management qualification and/or significant relevant experience of working in a front-line service delivery environment.
* Membership of a professional body in a field related to the service area.
* Prince 2 Project Management Qualification or equivalent (Desirable)
* Substantial knowledge of local and national strategies, policies and legislation relevant to the area of work.
* Extensive knowledge of local authority budgetary arrangements, evidence of managing resources within budget and delivering expected outcomes.
* Working knowledge of Microsoft applications such as Microsoft Outlook, Word, Access, and Excel & project, databases.
* Relevant Health & Safety Legislation and working practices
* Drivers legislation for LGV vehicles inc DCPC
* Budget monitoring and management in order to manage and deploy resources accordingly.
* LGV Driving license.
* IOSH or equivalent Health & Safety training
* Knowledge of relevant Codes of Practice
* Safety Method Statements and Risk Assessment training
* Landfill and MRF site awareness

**Experience*** Significant managerial experience in a comparable role, including management of department managers, supervisors and large front-line services / staff.
* Experience in working in a Local Government environment at a level where regular contact with the public has been required.
* Proven experience working at a senior level and managing complex projects.
* Demonstrate experience of delivering creative and innovative solutions to complex problems.
* Significant experience of managing complex budgets and delivering challenging savings targets in a public sector environment.
* Experience of process improvement procedures and methodologies.
* Experience of leading cross directorate projects, corporate working and working in partnership with other agencies and external organisations / partners.
* Demonstrable ability to undertake effective service development, transformational change, and implementation of IT solutions / innovative techniques which delivers the most cost effective and efficient services for the Council.
* Extensive experience of developing and implementing effective approaches to workflow/resource planning, programme management and a delivery focussed ethos.

**Skills*** Ability to take long-term view; envision and translate the bigger picture into clear service direction and objectives; and adapt approach to different audiences.
* Ability to think strategically and analytically, work under pressure and deliver to tight deadlines.
* The ability to lead and inspire others to contribute towards achieving organisational success through team building and collaborative working.
* Excellent oral, written and presentational skills with ability to adapt to different audiences and convey decisions and advice through clear and concise communication.
* Skilled and experienced in performance review techniques and managing performance to instil and achieve continuous service improvement and a performance-based culture.
* Tenacity, drive and determination to reach required outcomes
* Ability to ‘model’ appropriate behaviours that encourage a culture of empowerment, appropriate delegation, accountability, initiative and transparency across the service and Directorate.
* Well-developed IT skills with ability to utilise and implement appropriate new technology that benefits service delivery and new ways of working.
* Sensitivity, tact, effective persuasion and discretion in dealing with members of the public, developers, partners, colleagues and Elected Members.
* Strong influencing, persuading and negotiation skills.
* A proven ability to act as both a leader and a manager, direct line management of staff including and experience of supervising a front line service.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure****Job reports to:** Director of Environment, Transport and Planning **THIS JOB****Other jobs at this level:**Head of Highways and TransportHead of Public ProtectionHead of Community SafetyFlood and Emergencies Risk ManagerHead of Regional InvestigationsHead of Planning**Jobs reporting up to this one:** Head of Fleet and OperationBusiness Manager (Environmental Services)Strategy and Contracts Manger (Public Realm)Strategy and Development Manager (Waste) |
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