

<b>POST TITLE</b>	<b>NEIGHBOURHOOD ENVIRONMENTAL SERVICES MANAGER</b>
<b>DIRECTORATE</b>	<b>PLACE</b>
<b>SERVICE</b>	<b>OPERATIONAL SERVICES</b>
<b>RESPONSIBLE TO</b>	<b>HEAD OF NEIGHBOURHOOD ENVIRONMENTAL SERVICES</b>
<b>NUMBER OF POST HOLDERS</b>	<b>4</b>
<b>ACTING UP/ SECONDMENT</b>	

#### **PURPOSE OF JOB**

To be responsible for the performance, efficiency and development of one of following functions within the division and across the team and Department.

(Note: areas of responsibility may change and there is a significant likelihood that a service manager will be asked to take on responsibility (at least temporarily) ):

- Street Care
- Waste Collection
- Waste Disposal and Contracts
- Parks and Openspace Operations

#### **THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- Manage at least one operational area, as set out above.
- Deliver services on a 'right first time' approach, prioritising customer service, minimising complaints and maximising customer satisfaction.
- Responsible for the effective delivery of excellent public services to our customers, including improving outcomes to those in need of essential quality of life services across the city.
- Effectively manage significant financial complexity and risk including generating income and sustaining surpluses.
- Responsible for the effective management of budgets.
- Effectively lead and develop team-working within own area of expertise and across the wider environment in which the post-holder operates.
- Deputise for other service managers or represent the Head of Neighbourhood Environmental Services and/or the Council as required.
- Work closely with Chief Officers, Elected Members, senior officers and external agencies to represent the Council's interests.
- Play a lead role in the development of sustainable strategic plan, service delivery and development
- To initiate, develop and manage the implementation of major innovative projects.
- Ensure delivery to budget and within timescale.
- Responsible for the preparation and content of reports, strategic plans, other documents, briefings, presentations and FOIs for Council meetings, external agencies, senior officers, including the Council Management Team and the relevant committees as well as business and stakeholder groups.
- Ensure and demonstrate the services under his/her control provides best value.
- Set standards, policies and procedures which ensure compliance with statutory responsibilities, national legislation, standing orders, delegated authority, Council policies, aims and objectives.
- Lead on identifying and establishing effective management arrangements for key risks within the service, compliant with the Council's risk management policy and framework.

- Identify opportunities for continual improvement and demonstrate effective management of change within a complex internal and external environment particularly during a time of restructure.
- Support the Council's democratic process, including scrutiny, local development committees, meetings of the Council and Elected Members.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- The postholder will require extensive knowledge and skills in a range of professional disciplines to the extent that they can manage a major service area involving the delivery of specialist services requiring these disciplines.
- This will usually mean the post holder is qualified to degree or postgraduate level in a relevant discipline and will have an additional management qualification or extensive management and operational experience.
- Develop and implement proposals relating to the policy, procedures and strategic development of a major service area covering a range of diverse services and professional disciplines.
- This will involve developing totally new approaches and key policy initiatives in a wide range of subject areas impacting across the council and the city
- Contacts will relate to the development and delivery of a large functional unit and as such will have a wide ranging impact on budgets and the reputation of the Council.
- Responsible for the management and development of partnerships with key internal and external stakeholders, including but not limited to Trade Unions,, SEPA, Keep Scotland Beautiful, Health and Safety Executive (HSE), Chartered Institution of Wastes Management (CIWM).
- Provide expert advice and guidance to senior officers within the Council
- Make operational decisions on the management of a large functional unit covering the entire city.
- Decisions will have a large impact across a large functional area covering the whole council.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- Strategically manage a large functional unit within the service area interpreting the changing local and national factors impacting on the unit.
- Operational matters requiring an immediate response will normally be dealt with by the operational managers and supervisors reporting to this post.
- May be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- May be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.
- Will be expected to undertake some site visits to partner facilities which may involve exposure to extreme odour and noise conditions.
- Will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- Responsible for the planning, co-ordination and management of a large functional unit and as such will have a number of management staff reporting directly to them.
- The service managers will in turn be responsible for delivering a large functional unit within the service.
- There will be between 30 and 300 staff in total across all services and these will cover a range of different professions.

#### **RESOURCES**

- Budget holder for a budget in between £2 million and £25 million per annum. Some of the roles within this area will also be expected to achieve income of circa £1 million per annum.

#### **HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).

**NB: The total length of the JD should be 2 pages. It is therefore important to be concise when summarising the duties and requirements of the post**