

Job Description

Head of Service Waste and Street Scene

Level 2

Reports to

Director/COO/DCEO

Job Purpose

The role of the Head of Service, Level 2, is to work alongside the Leadership Team and elected members of the Council to contribute to the strategic direction, planning and leading in their key areas to support in the delivery of the Council's Corporate Plan and the provision of high quality services to residents, businesses and visitors of West Suffolk and to drive long term performance improvement across the Council as a whole.

The role reports direct to and deputises for the Director/COO/Deputy CEO, taking leadership and management responsibilities for multi-functional service delivery, through service groupings, including statutory responsibilities.

This will include:

- Developing, supporting and promoting a culture of continuous improvement and customer-focus across the Council, with an emphasis on the delivery of excellent frontline public services, value for money and cost-effective systems for setting targets, managing and monitoring performance, identifying weaknesses and delivering improvement.
- Being an ambassador for the Council as an organisation that embraces modern business methods, flexible management arrangements and agile working to enable fast and effective organisational and transformational and digital delivery change.
- Acting as a role model, leading by example, and demonstrating authentic leadership to empower our workforce in supporting continuous improvement and be outcome focused.
- Promoting the values and behaviours of the Council in the delivery of services and engagement with our local communities
- Working collaboratively in developing service business plans with colleagues required to deliver the Council's objectives in line with the plans and strategies.

Key Result Areas

Corporate responsibilities

- Understand the needs of members and Leadership Team in managing performance in a multi-functional service at a corporate level and in a democratic organisation.
- Support the implementation of the Council's corporate plan and understand the priorities and values and contribute to the delivery of these in the provision of high-quality services to local residents and communities, including the delivery

of the Council's budget and the Medium-Term Financial Strategy.

- Develop a collaborative approach to service delivery across the Council, delivering positive outcomes beyond traditional service boundaries where required and directed.
- Within an agreed corporate framework maintain robust performance and risk management systems in respect of the key service area(s) for which you are responsible.
- Undertake a key role in the Council's corporate resilience, emergency planning and business continuity arrangements, ensuring service business continuity plans are fit for purpose and participate in the Council's emergency planning and response to situations as required, including participation in an emergency out of hours rota.
- Lead the effective management and development of employees within multi-functional service areas.
- Work beyond traditional service boundaries in identifying, specifying, and implementing new ways of working which produce demonstrable efficiency savings and/or improved service delivery, and to identify/encourage opportunities for service transformation and improvement.
- Take an active lead in developing commercial opportunities and outcomes for the Council, where appropriate and promoting the Council's behaving commercially way of working and culture.
- Ensure the effective use of resources, ensuring that appropriate controls (e.g., governance, project management, change control, security policies etc.) are undertaken in such a way to ensure high quality and timely outcomes to meet organisational requirements.
- Work closely with elected members, understanding their concerns and delivering their aspirations; being a first point of contact for topics associated with the work of the service areas.
- Be accountable for the delivery, continuity, recovery, information security, and risk management of the multi-functional service areas. To escalate risks where appropriate.
- Ensure that the multi-functional service areas managed comply with the relevant statutory legislation for instance the Health and Safety at Work Act etc 1974.
- Undertake such other duties as may reasonably be required which are compatible with and/or arising from those listed above.

People Management

- Lead efficient, innovative, integrated, and effective services that contribute to the delivery of the Council's strategic plans and medium term financial strategy.

- Lead on effective and efficient resource management that delivers priorities and targets within budget through the pursuit of innovative and flexible working methods, effective use of technology, development of best practice and efficiency.
- Be responsible for the health and safety and welfare of all employees in the multi functional service areas.
- Be responsible for the leadership, management and development of their multi functional service areas and the staff that deliver these services, as well as external suppliers/contractors or through shared service arrangements as appropriate.
- Champion effective leadership and operational management of teams and functions, ensuring that staff adopt the values and expected behaviours of the Council, to deliver a high performance culture.
- Provide coaching and mentoring to support your direct reports to ensure expectations are management, through good communication.
- Develop service business plans and work plans which support the corporate priorities to ensure that high standards of customer service underpin all that the Council does.
- Be responsible for the development of succession planning, through career pathways, vacancy management, service area design, whilst ensuring redesign takes into account the Council's target operating model and its organisational design principles.
- Grow and nurture future talent, for the service but also for the organisation.

Partnerships

- Be involved in effective communication, consultation and engagement with staff, partners and stakeholders.
- Work proactively and collaboratively with partners and stakeholders across Suffolk in order to achieve and deliver shared and improved outcomes for the communities of West Suffolk.
- Build active working partnerships with external agencies in the public, private and voluntary/charitable sectors, together with local business and community organisations.

Other duties

- Attend council meetings including cabinets and liaise with councillors and portfolio holders.
- Lead on any project or programme as agreed by the Director/COO/DCEO or Leadership Team
- Establish an annual service budget, monitor performance and take effective action to ensure efficiencies and best use of public money.

- Seek to reduce costs whilst maintaining services through appropriate investment to save opportunities, working collaboratively and through effective procurement.
- Foster effective working relationships through strong communication with government bodies, professional and other organisations as well as elected members.

Undertake such duties as may be appropriate to achieve the objectives of the post or to assist the Council in the fulfilment of its corporate priorities within the confines of the existing grading and post.

Appendix A

Head of Service Waste and Street Scene

Additional information

Service specifics

The following areas of role and service responsibility may change subject to consultation, in order to ensure the Council's Leadership Team has the flexibility, capacity and resilience to respond to resource and priority demands and can respond to the need for alignment to the council's priorities and group services appropriately.

Provide professional operational and strategic leadership across the Council's waste, street scene, fleet and the commercial functions within these service areas.

Work closely with the Suffolk Waste Partnership to develop waste and recycling services at the Council and across the county in compliance with Government guidelines and statutory requirements (including Better Recycling - reduce waste, increase recycling).

Maintain transport, environmental permitting and safety compliance whilst ensuring these very visible services offer value for money to the taxpayer and through managing their environmental impact.

Lead on developing income agenda through trade waste, garden waste and our workshops

Responsible for full compliance with environmental permitting and the Hazardous Waste Regulations including preparation of regular Environment Agency returns.

Ensure drivers and operators of vehicles and plant carry out their duties in accordance with relevant Road Traffic Acts and the Construction and Use Acts.

List

Fleet management
Refuse
Recycling
Street scene
Commercial waste
Business
Technical team