

Job Description

JOB TITLE:	Head of Waste Services and Development
GRADE:	P
POST NUMBER:	C020600867
DIRECTORATE:	Communities – Public Realm
SERVICE:	Waste Services
RESPONSIBLE TO :	Director of Public Realm
RESPONSIBLE FOR:	Waste Services Support Manager Borough Operations Manager Commercial Waste and Accounts Manager
	<p>This post does not require a DBS check</p> <p>This post is not politically restricted</p> <p>A Council-supplied vehicle will be provided where the use of a personal vehicle for work purposes is not possible.</p>
JOB SUMMARY:	<p>To plan, manage and develop the delivery and performance of Waste Operations for the Council (incorporating Recycling, Street Cleansing and all associated functions) in terms of service design, provision, budgets, resources and health and safety in line with Council procedures and all statutory regulations related to the service.</p> <p>To liaise with trade unions and manage industrial relations, sustaining operational delivery and the development of the service and staff.</p> <p>Assume responsibility for overall legislative compliance for all relevant onsite and offsite operations in relation to depot, fleet, workforce and public safety to manage the public realm environment and deliver services to both residential and commercial customers across the borough.</p> <p>Deliver services to plan and within agreed targeted levels of budget, operational efficiency and customer service.</p>
ROLE	

REQUIREMENTS:	
1.	Ensure that all components of service delivery comply with Council policies, procedures and formal agreements, particularly in relation to areas such as finance, procurement, health and safety, fleet and external partners/contracts.
2.	Maintain a review of Council Waste Services policies, making recommendations prior to following through with implementation and further review to maintain, enhance or develop services received by LBTH residential and commercial customers.
3.	Ensure the service delivery teams are continually updated with procedural or legislative changes, that the effects are communicated, understood and implemented effectively – particularly in areas relating to waste/disposal legislation, fleet compliance and software changes.
4.	Develop checks that all health and safety processes for both onsite and offsite working environments are up to date and fit for purpose.
5.	Continually monitor the effectiveness of the waste operations service to ensure the delivery of high quality and standards in relation to both street cleansing and waste operations to ensure that the Council continues to meet the expectations of its residential and commercial customers, in line with agreed service priorities.
6.	Act as the single expert point of contact for Waste Services and development on behalf of the Council in terms of internal and external relationships, advising on complex issues affecting the Council’s service design, operational and budgetary position.
7.	Work to deliver healthy partnerships with external partners such as disposal arrangements, agency worker providers, contractors and suppliers to promote safe and joint working to achieve a continual path of improved delivery.
8.	Continue to expand the development of relationships with customers, providing improved tracking of customer complaints and their associated resolutions, providing support to local resident groups as required.
9.	Develop, maintain and nurture customer relations with local housing management and building development companies around the design and management of waste activities for new and current commercial and residential sites.
10.	The responsibility for Commercial Waste Portfolio ensuring the development of a safe and reliable service. Responsibility for ensuring that the service meets its financial targets whilst remaining value for money for commercial customers.
CORPORATE	

RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	<p>Adherence to the Council's commitment to the health, safety and welfare at work policy</p> <p>Health and safety responsibilities include:</p> <ul style="list-style-type: none"> ▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements ▪ holding staff accountable ▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff ▪ ensuring staff receive adequate information, instruction, training and supervision ▪ cooperate with trade union/safety representatives and attend relevant meetings. <p>Compliance with Health and Safety at Work Act 1974 and subsequent amendments</p>
17.	<i>The post may be required to deputise on behalf of the Divisional Director of Public Realm.</i>
PEOPLE	
18.	Maintain responsibility and accountability for the planning, organisation and management of all staff groups included in the 440 (approx.) full time workforce through the leadership, management, motivation and development of direct reports and the wider team.

19.	Review and develop an organisational structure to ensure the effective use of resources as well as planning for future service development plans.
20.	Communicate the strategy, objectives and performance to members of the management team for cascade to all employees.
21.	Plan the development and succession of the management team and their wider teams.
22.	Oversee the monitoring and management of all people aspects such as workforce establishment, recruitment, staff development, sickness absence, agency usage, employee relations, overtime, training, union relationships,
23.	Create a staff development strategy and lead on the selection, recruitment, retention and professional development of quality employees.
24.	To lead on all scheduling of work and resourcing as the service develops and to implement service changes.
FINANCE	
25.	Achieve budget whilst delivering operational performance and safety targets.
26.	Responsible for the provision of the safe and proper use of waste operations machinery and vehicle fleet (value approx. £4m) together with a residential and commercial service budget of circa £27m.
27.	Seek opportunities via external funding bodies for service development and maximise revenue, particularly through the commercial waste service and through general waste operations.
SERVICE	
28.	Provide leadership to the continuous development of IT tools / software packages to ensure that the service has the most up to date data analysis and resources in order to plan and deliver the most efficient waste and street cleansing services for the benefit of the residential and commercial customers in the borough.
29.	Maintain a customer service/performance matrix to analyse and develop new systems and processes in order to deliver further improvements, including the revision of Council policies where necessary to maintain improvement.
30.	Seek to develop partnerships with academic establishments to widen the reach of the Waste Services in terms of developing service provision that assists in the delivery of issues such as clean and green, research opportunities and programmes to assist the Council in achieving and setting new standards in clean and green.

31.	Extend support to internal departments such as Planning to assist in cooperation work to deliver support for the development of efficiencies in terms of planning and waste operations and street cleansing.
PERFORMANCE	
32.	Lead and develop an effective management and staff team to ensure an efficient and safe delivery of services.
33.	Develop and manage relationships within and outside of the Council.
34.	Maintain a continuous programme of service development aided by research, technical innovation, data analysis and operational trials to improve service provision and performance and the overall impact of operations boroughwide.
35.	Ensure the highest standards of delivery across the service with regard to both legislation and Council policies and procedures that relate to areas such as environmental management, fleet, health and safety, operator licences and human resources.
36.	Develop and maintain management reporting for the service that accurately reflects the operational business performance using key performance indicators, utilising the fullest range of software planning and reporting tools.
37.	Implement a strategy to manage full service provision through risk periods such as pandemic, or other situation where the availability or safety of staff could be restricted.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of Head of Waste Services and Development		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>Understanding of the Environmental Protection Act 1990.</p> <p>Understanding of local authority operation and internal structure and relationships.</p> <p>Detailed knowledge and understanding of Street Cleansing & Waste Operational Services within the Waste Industry</p> <p>Excellent skills in oral and written communication.</p> <p>Excellent influencing and negotiating skills, including industrial relations.</p> <p>Confident with conflict resolution.</p> <p>Sound commercial acumen.</p> <p>Understanding of Project and Programme Planning processes.</p> <p>Excellent organisational skills.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>I</p> <p>A/I</p> <p>I/T</p> <p>I</p>
Qualifications & Experience	<p>Educated to degree level or 5 years experience in a senior waste management role.</p> <p>Valid Driving Licence (Category B)</p> <p>Certificate of Professional Competence (CPC) holder</p>	<p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A</p> <p>A</p>

	<p>Council management experience of multi-site waste and street cleansing operations.</p> <p>Experience of managing annual budgets more than £15m.</p> <p>Politically aware with demonstrable experience in representing a local authority or responsibility for providing statutory waste/cleansing services.</p> <p>Extensive waste, recycling and street cleansing management experience.</p> <p>Experience of managing customer care levels within or to the public sector.</p> <p>Experience of managing commercial waste services, both operationally and financially.</p> <p>Management of a large blue-collar unionised workforce.</p>	<p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>Living the TOWER Values sets out the essential behaviours required of all staff.</p>		<p>They are aligned to the organisation's five TOWER Values</p>	
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Visible, approachable and takes steps to shape a positive working culture across the council and with partners.</p>	<p>E</p>	<p>A/I</p>
<p>We are OPEN and transparent</p>	<p>Strongly facilitates with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets.</p>	<p>E</p>	<p>A/I</p>

<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Strongly facilitates with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets.</p>	<p>E</p>	<p>A/I</p>
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Delegates decision-making where appropriate, whilst supporting and managing organisational risk.</p>	<p>E</p>	<p>A/I</p>
<p>We RESPECT all communities; they are the heart of everything we do</p>	<p>Seeks ways to harness the opportunities presented by the diverse workforce and community.</p>	<p>E</p>	<p>A/I</p>
<p>Additional Requirements</p>	<p><u>Where necessary to attend night shift and weekend service to address operational and staff issues.</u></p>		