

Post title:	Head of Operations (Waste and Streetscene)
Grade:	SM3
Responsible to:	Assistant Director Environment
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environmental
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The Head of Operations (Waste and Street Scene) role leads the council's waste collection and street scene services. The postholder will be a senior leader within the Environmental Services Directorate.
- Waste collection and street scene services sit within two Assistant Director areas and therefore the postholder will need to work within two policy frameworks and be able to report in a matrix management approach.
- The post holder will support and deputise for the Assistant Director(s) at a senior management level as necessary, including but not limited to engaging with the cabinet lead for Waste Management or Street Scene.
- Lead delivery of an effective and efficient operational service within the context of the budget available.
- As part of the leadership team, set the strategic direction for the service and lead the operational teams to achieve the aims set within that strategy.
- Help attract commercial income through the trade waste service as well as helping generate income through domestic chargeable services, for example garden waste collection service.
- To ensure operational services deliver a customer focused commercial waste service that supports colleagues in delivering an increase in commercial waste income, from the existing and an expanded customer base.
- To ensure health and safety and compliance standards are embedded within the service culture. Ensuring that safe systems of work are deployed and adhered to for the protection of staff, users and members of the public.
- To ensure services meet and where possible exceed our obligations under Waste Management legislation and environmental best practice.
- To uphold the council's obligations under the vehicle Operator Licence scheme.
- Lead the service specific aspect of the council's Transformation Programme, including but not limited to harmonisation of waste collection services and better integration of street scene and highways services.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose: To be the strategic lead of the waste and street scene services, also ensuring that the services are compliant, efficient, high-performing and working safely across the county.

**Operational
management:**

- To provide effective strategic and operational leadership and management for the executive, technical and administrative functions of the following:
 - Domestic waste and recycling collection services – residual, recycling and garden waste.
 - Hazardous waste, clinical waste and operational management of the commercial waste service alongside mini recycling centres.
 - Street cleansing and litter control.
 - Public conveniences.
 - Environmental enforcement including, flytipping, littering, recycling contamination and allied matters and the removal and disposal of abandoned vehicles.
 - Works contracted externally
 - Service response to Emergencies and lead business continuity planning.
- To act as a senior leader within the Service's partnership arrangements including Yorwaste, City of York Council and AWRP.
- To act as a senior leader for both waste collection and street scene services working within those two policy areas as necessary.
- To work with colleagues to ensure contracts facilitate an efficient operational service and that operations are aligned with key contractual commitments to deliver best possible income from arrangements
- To support the management, monitoring and control of key contracts including dry recycling and garden waste disposal contracts, to ensure that quality services are provided in an efficient and effective manner.
- Accordingly help ensure best possible income from recycling arrangements
- To act as a point of escalation for customer interactions with the service, recognising and dealing with potential political issues
- Coaching and developing Managers across the services to develop a safe, efficient service in line with the wider council priorities and values.
- To ensure that service delivery meets customer expectations and develop innovative ways of delivering a high quality and efficient service processes and procedures that delivers on statutory guidelines, national and local standards.
- Provide any necessary reports to the Environment Agency and liaise with the Environment Agency Officers as and when required on Waste Management Licence matters
- Provide the leadership, vision and day to day management necessary to help ensure that the operational managers are able to recruit, retain, develop and motivate staff to deliver high levels of performance and develop to their full potential
- Embed and maintain a performance management culture, set targets and objectives and undertake regular training and appraisal of staff in driving the continuous improvement of Services

**Resource
management:**

- To be the overall lead for approximately 450 staff across the service including front line staff, managers, supervisors and support staff
- To be responsible for an overall net revenue budget of circa £12 million
- The staff the postholder oversees will work with a sizable fleet of vehicles consisting of circa 100 LGVs plus smaller vehicles such as mini sweepers, vans, tractors etc.

	<ul style="list-style-type: none"> • The postholder will be provided with strategic budget management and the freedom to act within it • Performance management and delivery of VFM service • To oversee the operational delivery of trade waste services across the County. To support strategic reviews, ensuring services remain efficient and customer focused. • To support the delivery of a fair fees and charges structure for services that is consistent with council priorities and is equitable across the County. Ensuring the recovery of all fees is responsive to residents and businesses and the wider financial climate. • To ensure that service delivery supports the council's sustainability objectives including meeting net zero targets • Monitor, review, assess and evaluate service performance through the analysis of trends and other supporting data and implement necessary changes and improve the Services provided • Management of the emergency and "out-of-hours" response on behalf of the Services. • Maintain a current knowledge of legislation and policies relating to emergency planning, business continuity, response and management, ensuring that the requirements are understood and implemented across the council. • Liaise with stakeholders within North Yorkshire Council, the Emergency Services, North Yorkshire Local Resilience Forum and other main responders to ensure that area wide resilience planning is robust. • To deputise for the Assistant Director and support the council's response to emergencies. To support the delivery and evaluation of emergency planning exercises. Ensure that appropriate equipment/information is maintained in a state of readiness for use in emergency situations. Participate and lead on where appropriate emergency planning projects and initiatives.
Partnerships:	<ul style="list-style-type: none"> • A key customer facing service • Town & Parish Councils • Elected Members • Yorwaste • Third party clients • City of York Council • AWRP / Thalia Waste Management • DMR outlets • Fleet management • Climate change and sustainability partners
Strategic management:	<ul style="list-style-type: none"> • In conjunction with the Environment Directorate Leadership Team, set the strategic direction for the service areas – waste collection and street scene • Lead on developing service policy and customer service standards, including the escalation and communication process • To act as a champion of the service outside of the council • Responsible for service planning and strategic budget management • Ensure successful service transformation programme including: <ul style="list-style-type: none"> ○ Harmonisation of waste collection service ○ Improved integration of street scene and highways services ○ Standardisation of service policies and ways of working

	<ul style="list-style-type: none"> ○ Harmonisation of service fees and charges ○ Support corporate transformation, for example IT rationalisation, Corporate Property review and improvement procurement. • Strategic design and continual improvement of the business intelligence and processes to ensure timely and relevant response to customers, for example, freedom of information requests • Ensure appropriate provision is made to comply with relevant emergency planning legislation and risk management/business continuity requirements.
Communications:	<ul style="list-style-type: none"> • To communicate, persuade and negotiate with a wide-range of audiences regarding services that may be politically sensitive • A senior leader in the service, key voice of and for the service internal and external to the council • Engaging with front-line staff members • Member engagement • Customer engagement • Town & Parish Council engagement • Work with and communicate effectively with two respective Assistant Directors for waste collection and street scene services.
Systems and information:	<ul style="list-style-type: none"> • Lead on development and implementation of technical systems • Lead the interpretation and analysis of relevant data, trends and system information to develop and support service improvement • Embed quality management systems and procedures to ensure the consistency of good quality services and practices
Safeguarding:	<ul style="list-style-type: none"> • Ensure legislative compliance • Ensure that appropriate health and safety requirements are addressed in connection with the delivery of the service taking account of a significant manual workforce. • Ensure that the services are operating within the conditions of the council's vehicle operator's license • Ensure that the services are operating within the conditions of the council's Waste management license

Person Specification:

Essential

Knowledge and Experience

- Up to date knowledge of technical and procedural developments relating to the services
- Full working knowledge of environmental legislation and policy
- Extensive knowledge of the Environmental Permitting regime
- Full and up to date knowledge of best practice and legislation relevant to the services
- Competent in the use of IT systems
- Awareness of the council's role under the Civil Contingencies Act 2004
- Experience of managing Services at operational and strategic levels within local government
- Experience of providing professional leadership within an operational area
- Experience in maintaining a performance orientated culture which delivers efficient and effective customer services
- Experience of financial management including the prioritisation and targeting of resources and income generation and monitoring of specific budgets
- Knowledge of business continuity planning and emergency planning from a local authority perspective
- Experience of emergency planning and response to emergency situations

Occupational Skills

- Able to work in a political organisation and manage the needs of different stakeholders
- Experience of successfully leading, managing and motivating employees and enabling them to deliver to their full potential in a performance focused culture.
- Excellent verbal communication skills to make presentations and explain complex issues to a range of audiences with various levels of understanding
- Effective written communication skills to write complex reports for consideration by senior officers and Elected Members
- Capable of establishing a high degree of personal credibility with internal and external contacts at all levels and establishing good working relationships internally and externally.
- Experience of effectively managing resources and ability to plan and prioritise workload for self and team to meet challenging priorities and deadlines.
- Ability to identify and manage risks within a group of Services.
- Effective project management skills.
- Demonstrate a customer focused and responsive approach that improves Service delivery.
- Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating.
- Flexibility in terms of working hours and duties.
- Flexibility to work across Service boundaries.
- Willingness and ability to work co-operatively with others and support team and Council effectiveness.

Behaviours

- Able to work as part of a team and own initiative.
- Tact and diplomacy, having the ability to make difficult decisions whenever required.

Desirable

Knowledge of political issues and changes in administration, ways of working and management techniques affecting Local Government

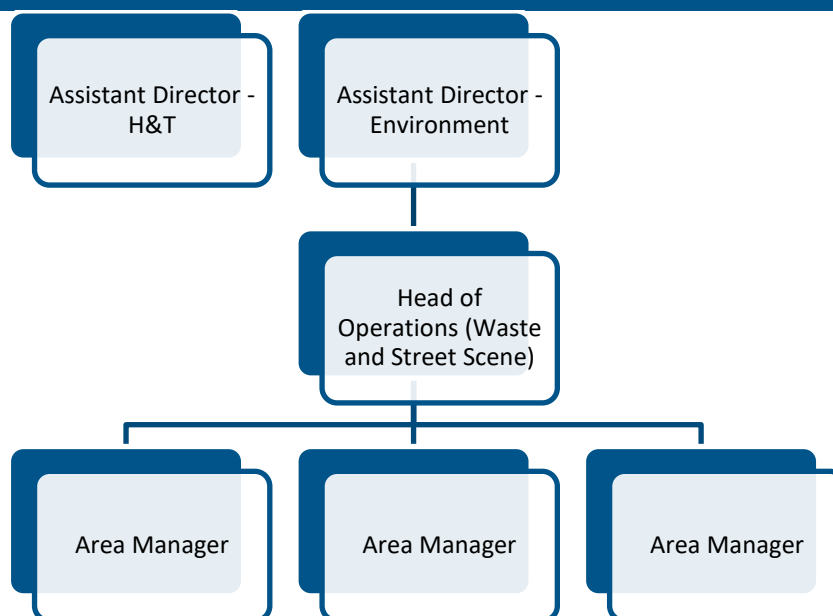
Previous and demonstrable experience success in delivering innovative and creative solutions to Service delivery.

<ul style="list-style-type: none"> Demonstrate a sound understanding of equal opportunities and diversity issues in relation to service delivery Committed to continuing personal development <p>Link</p>	
Professional Qualifications <ul style="list-style-type: none"> Degree level education or proven equivalent level of technical and organisational knowledge in own specific field Operator Licence Awareness Training [OLAT] 	H & S qualification such as NEBOSH/IOSH Membership of a relevant professional body. Transport Manager CPC
Other Requirements <ul style="list-style-type: none"> The ability to meet the travel requirements of the post 	Clean licence

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, for example, apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.