

Northumberland County Council
JOB DESCRIPTION

Post Title: Area Manager Neighbourhood Services		Director/Service/Sector: Local Services and Housing Delivery		Office Use JE ref: 2868 HRMS ref:
Band: 10		Workplace:		
Responsible to: Neighbourhood Services Divisional Manager		Date: June 2014	Lead & Man Induction:	
Job Purpose: Manage a Team of Team Leaders and Technical Officers and through them, the operational front-line staff in a designated area. To be accountable for the effective performance and delivery of the following functions: Refuse and recycling collections, , street cleaning, gully cleansing, grounds maintenance, public toilets, crematoria/cemeteries and Churchyards. Manage a team of administrative staff to provide back-office support to Place in a designated area. Provide effective leadership, co-ordination and management of neighbourhood services and support staff. Lead responsibility for the management and safety of an operational depot used for the provision of Place Group Services. Make a positive and effective contribution to the Corporate Management of the authority, group, department and service.				
Resources	Staff	A large team of supervisory staff, technical officers, operational and back office support staff of various specialism's organised by service or geographical area..		
	Finance	Responsible for managing significant service budgets in excess of £1m and monitoring expenditure / income against forecasts. Managing contracts and service level agreements with contractors and clients. Assist in the setting of budgets and allocation of service targets and development and implementation of agreed financial recovery plans where appropriate.		
	Physical	Responsible for ensuring the collection, maintenance and use of significant bodies of corporate data. Responsibility for the service's physical resources, including multi –million pound fleet of specialist vehicles, depots and buildings, tools and equipment in a designated area. Specific responsibilities for the stewardship of operational depots.		
	Clients	Managers of internal Depts. of NCC, external clients e.g. Statutory Undertakers, Private Sector organisations, elected members, members of the Public, Solicitors, Town and Parish Councils.		
Duties and key result areas: <div><div></div><div>1. Lead and direct employees within the service through an effective approach to performance management that ensures team, service and Group objectives are met with regard to Corporate and Business strategies.</div><div>2. Support and develop staff through appraisal, training and development programmes.</div><div>3. Promote and maintain a positive relationship with employees to develop a climate of harmonious and constructive employee relations.</div><div>4. Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) to achieve the objectives set by senior managers</div><div>5. Ensure the effective management of sickness absence within the service.</div><div>6. Maintain effective management and communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.</div><div>7. Support the development of a strong Health and Safety culture within the service and ensure that there are effective management, monitoring and communication arrangements in place to implement the Council's Health and Safety Policies.</div><div>8. Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services,</div><div>9. Develop robust mechanisms for establishing and monitoring the effectiveness of service related strategies, policies and practices.</div><div>10. As a member of the Service Management Team, fully participate in the corporate planning and management processes for the service.</div><div>11. Promote good relations with all other Directorates of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services.</div><div>12. Promote good customer relationships throughout the service delivery, liaise and arbitrate with elected members, clients and sub-contractors, support services and other directorates of the County Council, Parish and Town Councils, Statutory Undertakers, other external bodies and stakeholders</div></div>				

13. Ensure effective joint working, networking and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
14. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.
15. To act in any role allocated in the County Council Emergency and Business Continuity Plans when required.
16. Lead responsibility for the management, safety, security and general stewardship of an operational depot used for the delivery of Local Services in a defined geographic area.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves extensive travel to work sites, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply. Early starts & some weekend working may be required on occasion. Standby or call out arrangements may apply.
Working conditions:	Some exposure to working outdoors and in all weathers, including unpleasant and hazardous conditions such as at waste facilities. Potential significant exposure to difficult situations involving customer complaints and disputes.

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Degree level or equivalent standard of general education.</p> <p>Member of a relevant professional body e.g. Chartered Institution of Wastes Management</p> <p>Evidence of recent relevant Management Training and continuous professional development.</p> <p>Thorough understanding of relevant legislation, regulations and professional best practice.</p> <p>Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments.</p> <p>Thorough understanding of contemporary issues within the service.</p>	<p>Relevant management degree or post-graduate diploma e.g. MBA, DMS.</p> <p>Relevant professional qualification.</p> <p>Formal qualification in transport management.</p>	(a), (i) (p) & (r)
Experience		
<p>Recent extensive experience and consistent successful managerial achievement within an organisation of comparable scope and complexity.</p> <p>A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.</p> <p>Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity.</p> <p>Experience and demonstrable success in the management of change and of securing the support of others in the process.</p> <p>Experience of successfully managing financial and staffing resources within a comparable organisation.</p> <p>Experience of successfully managing contracts to deliver higher performing customer focussed services.</p> <p>Experience in using Microsoft Office applications.</p> <p>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.</p>	<p>Track record of successfully managing the operation of waste facilities.</p> <p>Experience of successfully dealing with difficult customers and situations and securing positive outcomes.</p> <p>Experience of successfully using national performance management and data reporting systems for waste services.</p>	(a), (i) , (p) & (r)
Skills and competencies		
<p>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture.</p> <p>Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence.</p> <p>Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.</p> <p>Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.</p> <p>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> <p>Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others.</p> <p>Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders.</p> <p>Effective ICT skills and able to use ICT to achieve service objectives.</p>	<p>Skilled in the use of Microsoft Office.</p> <p>Financial and commercial awareness.</p> <p>Competent in the use of Routesmart vehicle routing software and vehicle tracking systems.</p>	(a), (i) , (p) & (r)

Physical, mental and emotional demands		
Normally works from a seated position. May need to negotiate difficult terrain when visiting waste facilities. Need to maintain general awareness and deal with frequent interruptions, as well as having some lengthy periods of enhanced concentration. Extensive contact with public/clients in dispute/negotiations with the Council. Need to regularly manage conflicting demands and meet demanding deadlines.	Resilience to and ability to manage stressful situations.	(a), (i) , (p) & (r)
Motivation		
A corporate orientation and a commitment to tackling issues in a non-departmental manner. Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. Strong desire to provide excellent customer service & seek continuous improvement.		(a), (i) , (p) & (r)
Other		
Ability to meet the transport requirements of the post. Able to work outside of normal office hours including weekends, evenings and early mornings		(a), (i) , (p) & (r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits