

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Resources and Waste Contracts and Commercial Manager | Director/Service/Sector: Place, Neighbourhood Services, Commercial and Contracts | | Office Use |
| Band: 11 | Workplace: County Hall (Agile Working Policy in place) | | JE ref: Z191 HRMS ref: |
| Responsible to: Head of Neighbourhood Services | Date: May 2020 | Lead & Man Induction: | |
| <p>Job Purpose: To provide professional and technical advice on Neighbourhood Service functions and take lead responsibility for managing and delivering waste contracts, including the Council's Waste PFI contract.</p> <p>Manage the provision of countywide waste services through a team of technical officers, specialist staff and external contractors to achieve corporate and service objectives, provide effective leadership, co-ordination and management of services and staff. Make a positive and effective contribution to the Corporate Management of the authority, group, department and service. Lead on Environmental Enforcement, provide strategic direction, and lead commercial development across all Neighbourhood Services.</p> | | | |
| Resources | Staff | A team of technical officers and specialist staff. | |
| | Finance | Responsible for managing significant service budgets in excess of £20m and monitoring expenditure / income against forecasts. Negotiating and managing contracts, including a major Private Finance Initiative Contract and service level agreements with contractors and clients. Assist in the setting of budgets and allocation of service targets. | |
| | Physical | Responsible for ensuring the collection, maintenance and use of significant bodies of corporate data. Responsibility for the waste service's physical resources, including buildings, tools and equipment in a designated area. Responsibility for pollution control and aftercare at over 20 closed landfill sites formerly operated by the Council. | |
| | Clients | Develops and oversees services that have an impact upon the well being of service users across the whole county. Dealing with members, the public and partner organisations, to deliver effective easy to access front-line services and the robust enforcement of environmental legislation relating to waste, litter & graffiti. | |
| <p>Duties and key result areas: As the leader of a team;</p> <ol style="list-style-type: none"> 1. Provide management and Professional advice to the Director of Local Services and Head of Neighbourhood Services on Neighbourhood Services matters. Ensure that all relevant strategic plans, policies and statutory requirements are effectively developed and implemented. 2. Determine, manage, delegate and direct the most effective utilisation of human (including sub-contractors), physical, and financial resources of the service to effectively achieve corporate objectives, within allocated budgets and in an imaginative and innovative way. 3. Set Commercial Strategy for all business units in Neighbourhood Services and ensure Managers lead their teams to deliver that strategy 4. Lead negotiator on contract review, market testing exercises and new business opportunities where gross individual values can exceed £5m. 5. Lead service reviews and provide strategic direction to provide a platform for service improvements and enhancements. 6. Deputise for the Head of Neighbourhood Services. 7. Support and develop staff through appraisal, training and development programmes. 8. Promote and maintain a positive relationship with employees to develop a climate of harmonious and constructive employee relations. 9. Maintain effective management and communication systems and processes within the service and ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies. 10. Ensure the effective management of sickness absence within the service. 11. 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. 12. Ensure that effective pollution control and monitoring systems are in place at closed landfill sites that are the responsibility of the Council to safeguard health and safety and protect the environment. 13. Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services and a robust and co-ordinated approach to environmental enforcement. 14. Provide contract management expertise and commercial acumen to support the development and delivery of income generation opportunities across the Place Group. 15. Develop robust mechanisms for establishing and monitoring the effectiveness of service related strategies, policies and practices. 16. As a member of the Service Management Team, fully participate in the corporate planning and management processes for the service. | | | |

17. 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.
18. 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.
19. 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.
20. To act in any role allocated in the County Council Emergency and Business Continuity Plans when required.

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

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| Transport requirements: Working patterns: Working conditions: | Involves extensive travel to work sites, area offices or training venues throughout the County and further afield on occasion. Normal office hours but flexi-hours will apply. Early starts & some weekend working may be required on occasion. Standby or call out arrangements may apply. 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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Northumberland County Council
PERSON SPECIFICATION

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| Post Title: Resources and Waste Contracts and Commercial Manager | Director/Service/Sector: Place, Neighbourhood Services, Commercial and Contracts | Ref: Z191 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <p>Degree level or equivalent standard of general education. Professional Qualification in Environmental Management Evidence of recent relevant Management Training and continuous professional development in a relevant context. In-depth understanding of relevant legislation, regulations, professional theory and best practice. Commercially aware and understands the relationships between costs, quality, customer care and corporate performance assessments. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within the service.</p> | <p>Post-graduate degree e.g. MBA, MEM Member of a relevant professional body e.g. Chartered Institute of Wastes Management Full Member of CIWM</p> | <p>(a), (i) (p) & (r)</p> |
| Experience | | |
| <p>Recent extensive experience and consistent successful managerial achievement within an organisation of comparable scope and complexity. A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity. Experience and demonstrable success in the management of change and of securing the support of others in the process. Experience of successfully managing significant financial and staffing resources within a comparable organisation. Experience of successfully managing contracts to deliver higher performing customer focussed services. A successful track record of engaging effectively with others at a senior level and building productive partnerships with strategic partners and other key stakeholders.</p> | <p>Track record of successfully managing the operation of waste facilities. Experience of successfully dealing with difficult customers and situations and securing positive outcomes. Experience of successfully using national performance management and data reporting systems for waste services. Experience in using Microsoft Office applications. Experience of managing the pollution control, environmental monitoring and aftercare of closed landfill sites.</p> | <p>(a), (i) , (p) & (r)</p> |
| Skills and competencies | | |
| <p>Ability to disseminate acquired knowledge Numerate and able to effectively analyse and interpret complex business statistics Highly effective in presenting information and expressing appropriate views. Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing staff and fostering a positive organisational culture. Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> | <p>Skilled in the use of Microsoft Office. Financial and commercial awareness.</p> | <p>(a), (i) , (p) & (r)</p> |

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| <p>Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders. Effective ICT skills & able use ICT to achieve service objectives.</p> | | |
| <p>Physical, mental and emotional demands</p> | | |
| <p>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.</p> | <p>Resilience to and ability to manage stressful situations.</p> | <p>(a), (i) , (p) & (r)</p> |
| <p>Motivation</p> | | |
| <p>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. Self-reliant, able to exercise discretion and possessing the ability to manage time effectively. Strong desire to provide excellent customer service & seek continuous improvement. Helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Works with little direct supervision.</p> | | <p>(a), (i) , (p) & (r)</p> |
| <p>Other</p> | | |
| <p>Ability to meet the transport requirements of the post. Able to work outside of normal office hours including weekends, evenings and early mornings</p> | | <p>(a), (i) , (p) & (r)</p> |

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