

Role Profile – Street Scene Service Manager

INFORMATION ABOUT THE ROLE:

Group	Housing, Environment and Healthy Communities
Service	Environment and Fleet Management
Location	Park Road Depot
Line Manager	Service Director- Environment and Fleet
Grade/SCP	Grade N, SCP 43-46, £52,805-£56,139

JOB PURPOSE:

To ensure the effective delivery of grounds maintenance, cleansing, horticultural, sports pitch maintenance, Saltwell Park maintenance and winter maintenance services

WHAT WE WANT YOU TO DO:

1. To be responsible for the management of Street Scene operations ensuring their effective delivery in accordance with the council's priorities and service user needs.
2. To develop clear strategies and objectives for Street Scene operations as part of the Service Business Plan.
3. To seek to continuously improve Street Scene services to ensure efficient service delivery and effective cross department working.
4. To ensure compliance of Street Scene and anticipate and plan for legislative and best practice changes.
5. To be responsible for the management of resources and facilities including employees, vehicles, plant, equipment, depots and stock to maximise performance, avoid duplication and waste and ensure arrangements are in place to respond to incidents outside of normal working hours.
6. To manage and motivate employees, providing advice and guidance, whilst making available appropriate training and development and ensuring employees adhere to Council's policies and procedures.
7. To lead on the management of the Street Scene budgets, ensuring they are on target and income is achieved. Ensure effective financial monitoring and control and opportunities for funding are identified and bid for as appropriate.



8. To ensure all aspects of the Health and Safety at Work Act and related legislation is observed to maintain a safe environment for employees, service users and the public.
9. To contribute to the management team and assist in the consistent management of the group and service policies, procedures and objectives.
10. Such other responsibilities allocated appropriate to the grade of the post.

WHAT YOU NEED TO BE SUCCESSFUL...THE ESSENTIALS:

THE KNOWLEDGE AND EXPERIENCE

- Street Scene Operations, horticultural best practices and Street Cleansing
- Winter Services including out of hours
- Management experience in a Street Scene, environmental or related service delivery field
- Health & Safety legislation and practices
- Leadership, interpersonal, communication, negotiating and influencing skills both oral and written
- Ability to lead, manage and empower teams
- Supporting and building relationships with elected members
- Ability to prepare and present clear and concise reports
- Planning, organising and delivering significant projects
- Partnership working
- Current legislation appropriate to the services
- Financial management, including bidding successfully for funding
- Performance management
- Microsoft Office suite of programs

THE QUALIFICATIONS

- Full driving licence and access to a car or means to mobility support
- Relevant degree or equivalent experience, to Street Scene Services
- Relevant professional and/or management qualification



OUR COMPETENCIES... HOW WE WANT YOU TO BE:

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

DEVELOPING TEAMS AND INDIVIDUALS

Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high-level organizational issues, and encouraging individuals to stretch beyond their current capabilities

PERSONAL IMPACT

Is Self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity

MANAGING SERVICE DELIVERY

Focuses on the community and service users to develop responsive customer focused services.

Promotes cooperation by working with internal and external partners to plan, develop and deliver excellent services and operates effectively within the political framework and corporate policies and guidelines

FACILITATING CHANGE

Proactively leads and builds momentum for changes and sees it through

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences

MANAGING PERFORMANCE

Effectively manages the performance of teams and individuals to ensure results are achieved

MAKING THINGS HAPPEN

Empowers people to initiate change. Supports innovative ideas and new ways of working

BUSINESS ACUMEN

Understands and utilises financial and performance data to identify business strengths and weaknesses. Is quick to understand and deal with a business situation in a manner that is likely to lead to a good outcome



