 **Role Profile**

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| **Job Title**  | Cleansing Business and Garden Waste Manager |
| **Team** | Cleansing Operations Manager | **Grade** | 8 |
| **Reports to** | Cleansing Operations Manager |
| **Date** | 07/04/2025 |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| The Cleansing Business and Garden Waste Manager will be responsible for setting up and administering the new business and garden waste schemes and driving future commercial opportunities for the service. This includes integrating the system with the new CRM and customer payment system, ensuring legal compliance, marketing the scheme, and handling customer complaints about the service. Additionally, the role involves overseeing the organisation and bookings for bulky waste collections, liaising with contractors and the contact centre to ensure efficient service delivery. |

**Key areas of focus:**

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| 1. | To lead and be the responsible officer for subscriber-based Garden Waste Collection Service |
| 2. | Oversee the transition of administration of Garden Waste Collection Service being run Arun District Council. |
| 3. | Monitor and ensure compliance with all financial regulations and policies and legal compliance. |
| 4. | Review the fee and charges structure and customer terms annually for both Garden Waste Service and Bulky Waste Collections and make recommendations where required. |
| 5. | Oversee the integration of the new CRM system with existing finance and administrative systems. |
| 6. | Ensure the CRM system is configured to support efficient service delivery and customer management. |
| 7. | Provide training and support to staff on the use of the CRM system. |
| 8. | Compile an annual performance report concerning these services and where necessary present this report to elected members. |
| 9. | Develop business cases and proposals for new initiatives and commercial opportunities within the service. |
| 10. | To oversee communications and marketing for all parts of the service to maximise commercial opportunities. |
| 11. | Develop and implement a comprehensive marketing and promotion strategy to promote the services  |
| 12. | Monitor and evaluate the effectiveness of marketing and promotion campaigns and adjust strategies as needed. |
| 13. | To lead on customer complaints for garden waste and bulky waste services. |
| 14 | Work closely with contractors, taking the lead for monitoring KPI’s in relation to garden waste collection and the contact centre to resolve issues and improve service delivery. |
| 15 | To be aware of, and comply with, current legislation concerning Equal Opportunities, Health and Safety at Work, Data Protection and Freedom of Information. To be aware of, and comply with, the Council’s policies and procedures as set out in the Constitution, Standing Orders and the Code of Conduct for Council Officers |
| 16 | Any other duties that are appropriate with this post. |

**Additional information (not contractual)**

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| 1. | Service delivery; The postholder is expected to contribute to the improvement of service delivery standards. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications**  |
| English and Mathematics GCSE Grade C or above | x |  |
| Educated to A-Level standard or equivalent  | x |  |
| **Experience** |
| Significant experience & knowledge of delivering waste/cleansing services | x |  |
| Waste/cleansing services within a local authority setting | x |  |
| Contract Management within a waste collection and street cleansing setting |  | x |
| Project Management in a customer/public services setting | x |  |
| **Knowledge** |
| Knowledge of Health and Safety within a local authority/waste management setting |  | x |
| Knowledge of waste management and legislation in relation to collections and street scene issues. | x |  |
| Sound knowledge of the key principles of waste management | x |  |
| **Behaviours** |
| Consistency: Maintains standards, behaviours and fair decision making at work, correlating actions to opinions. | x |  |
| Innovative: Uses initiative, contributes to and implements new progressive processes or projects that will improve service delivery. | x |  |
| Transparency: Openly and honestly conveys information as they know it. | x |  |
| Approachability: Maintains visibility by regularly talking and interacting with colleagues. |  |  |
| **Competencies** |
| Commnication (written/oral): Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels. | x |  |
| Customer focus: Able to gain insight into customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| Industry knowledge: Actively seeks out best practice and CPD to understand issues related to the department, sector and profession to make informed decisions. | x |  |
| Organisationally aware: Understands the general functions of the council, the political environment and the impact of decisions on other areas of the council. | x |  |
| Organisation skills: Understands work of the wider team and feeds into supporting this alongside own work, making the best use of available resources. | x |  |
| Problem solving: Able to identify internal/external issues, consider solutions and implement to support objectives. | x |  |
| Recognition: Gives praise and credit to others in a way that encourages, supports and motivates. | x |  |
| **Other**  |
|  | Yes | No |
| Does this role require a **Basic/Enhanced** DBS (Disclosure and Barring Service) check? |  | x |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work?   |  | x |
| Does this role require a driver’s license? | x |  |
| Does this role attract an essential car user allowance? |  | x |