

## ***Job Description***

|                   |                                      |                 |  |
|-------------------|--------------------------------------|-----------------|--|
| <b>Post title</b> | Business Manager                     | <b>Grade</b>    |  |
| <b>Department</b> | Neighbourhood & Environment Services | <b>Post ref</b> |  |

### **Overall job purpose**

To provide support and leadership to operational Neighbourhood and Environmental Services teams to deliver the greatest impact in helping to keep Ashfield clean, safe and accessible, meeting current and continuing to meet future demands.

This role, will be expected to provide leadership to the service across cover a wide range of responsibilities, including;

- Management of the administrative support function for the department,
- Responsible for the administration, development and adaptations of the services' IT system (Whitespace) used for recording service delivery and reporting performance of the service
- Development and embedding the department's quality framework. using these as the basis for service improvement
- Leading the services' arrangements for performance management, risk management, facilities management, ownership for FOI responses and complaint resolution,
- Ownership for FOI responses and complaint resolution
- Leading the departments' approach to developing income through the provision and expansion of services such as (but not limited to) trade waste collection, pest control, etc.
- Working with the managers to co-ordinate and track statistics and actions for Neighbourhoods (to be reported at managers meetings, corporately etc)

### **Reporting relationships**

|                         |                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reports to:</b>      | Assistant Director – Neighbourhoods / Service Manager tbc                                                                                                                         |
| <b>Responsible for:</b> | Customer Support and Admin Assistants, , Cemeteries and Allotment Officers, Sports Booking Officer, Business Development Lead, Performance and Data Analyst, Neighbourhoods Asset |

### **Key tasks and responsibilities – post specific**

To manage and continually develop an excellent support service, through personal delivery and leadership of the team.

To provide management to the team including effective PDRs and supervision discussions, identifying training needs and personal development opportunities and undertake relevant HR matters, taking guidance from corporate policies and procedures and HR representatives.

To monitor departmental training matrix and with the support of the Managers.

To provide directorate leadership for corporate standards within the service, including GDPR, facilities management, complaints and FOI's, performance

To liaise with the Corporate Property function to ensure ongoing maintenance and required improvements to the depots and workshops

|                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To be responsible for developing and maintaining effective data systems for the service; this will involve leading on system process, driving on data recording and data quality and reporting developments to ensure the provision of an effective system capable of delivering accurate and efficient scheduling and performance data to generate insight.                                                      |
| To collaborate with managers on corporate performance requirements for the service, including corporate performance reporting, service business planning and risk management, FOI's and Complaints and service performance reporting - challenging performance and acting upon the insight of data systems, and other sources of information, to continually improve the performance of the Environment Services. |
| To lead the service to maximise existing contractual arrangements and identify new business opportunities which could generate additional income and increase the self-sufficiency of the service.                                                                                                                                                                                                                |
| Working with Managers, establish a framework for monitoring of quality standards within green space and cleanliness in the county, and liaise with teams responsible for regular monitoring of quality standards and fault identification. Collate and communicate the findings of this monitoring, to understand the opportunities to improve service delivery.                                                  |
| To run a service that delivers all burials with compassion, competency, and efficiency, to ensure the entire bereavement experience occurs without error or insensitivity and meets the religious, secular, ethnic and cultural needs of the bereaved and their relatives.                                                                                                                                        |
| To ensure the services are delivered in line with all statutory and legal requirements (including health and safety), maintaining appropriate records to provide assurance of adherence to standards                                                                                                                                                                                                              |
| To oversee expenditure against budgets and push the service to increase income delivery.                                                                                                                                                                                                                                                                                                                          |
| Represent Environmental Services at meetings with officers from other sections, community groups, Elected Members and partner organisations as required.                                                                                                                                                                                                                                                          |
| To support the Council's emergency planning and business continuity arrangements as required                                                                                                                                                                                                                                                                                                                      |
| To write high quality reports for corporate boards, such as Service Review Board, Working Cabinet, ODR's .                                                                                                                                                                                                                                                                                                        |
| To perform other duties falling within the purview of the post as may be required by the Assistant Director - Neighbourhoods/Executive Director of Operations                                                                                                                                                                                                                                                     |

| <b>Key tasks and responsibilities – corporate</b>                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operate according to the Council's corporate values and codes of behaviour.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored. |
| Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.                                                                                                                                                                                                                                                                                                                     |
| Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.                                                                                                                                                                                                                                                                                                                                    |

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

### **Employee signature**

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**