

Street Scene Services Manager

LEVEL: Level 4A

ACCOUNTABLE TO: Assistant Director of Waste and Community Services

SALARY: £45,091 - £49,282 per annum

LOCATION: Agile/Totnes/Tavistock

Job Purpose

South Hams District and West Devon Borough Council operate a Shared Service arrangement. Street Scene consists of three departments: Grounds Maintenance/Arborist Team, Street Cleaning and Toilet Cleaning. The departments provide essential services for the Council and play a key role in maintaining a safe area for Residents and Visitors.

The Street Scene Services Manager is a key leadership role within the Council and responsible for overseeing and managing the day-to-day Street Scene services. Their primary objective is to ensure that the operations run smoothly and efficiently, while also achieving strategic goals and meeting customer expectations.

Responsible for developing efficient and effective work programs to meet service standards in accordance with policy, legal compliance and best practice. Reporting on performance; and managing all income streams and expenditure to meet financial targets for the service. Other duties include overseeing high-level HR duties, conserving quality control and safety measures and analysing and improving organisational processes.

Role Profile

- Lead and manage the delivery of Grounds Maintenance, Street Cleaning, and Toilet Cleaning services including the effective and efficient deployment of staff, vehicles and other resources.
- To manage, support and develop the operational team to ensure that service objectives are met and standards of service are met.
- Manage and develop staff including setting clear targets and objectives and proactively managing operations, workflow, priorities and performance, carrying out effective recruitment, induction, coaching and ongoing staff management and development.
- Work with the Council's Fleet Manager to proactively manage the existing vehicle fleet and plant for the service.
- Ensure the performance of the operation exceeds customer expectations in line with recognised KPI's and work closely with the Supervisors to identify trends and under performance to continuously drive service improvement.

- ◆ Provide full and detailed information to Senior Officers and appropriate Elected Members covering performance, quality targets and indicators, benchmarking and customer views. Working with the quality and performance manager to provide statistical forecasting for service performance recycling prior to service changes/enhancements.
- ◆ Performing financial predictions by working alongside the Assistant Director to prepare the annual budgets, scheduling expenditures, analysing variance and initiating corrective actions.
- ◆ Reviewing and approving operational invoices and implementing robust spend controls to ensure delivery of budget.
- ◆ To work across four operational sites consistently and improve the culture to work as one service across all service types.
- ◆ Liaise, support and develop effective working relationships with internal and external customers.
- ◆ Dealing with HR matters including recruitment, absence management and disciplinary management in conjunction with the HR team.
- ◆ Accountable for managing day to day health and safety and ensuring a safe working environment.
- ◆ Plan and arrange for the training and development of operational staff alongside the Health and Safety Officer.
- ◆ To maintain an awareness of public sector and wider industry good practice and trends along with current legislation
- ◆ Act as a technical reference for the team, monitoring and providing guidance on escalated issues.

Person Specification

Qualifications

Essential	Desirable
Management qualification at degree level, or equivalent knowledge or experience in a similar field.	
A Full UK Driving licence.	

Knowledge / Experience

Essential	Desirable
Sound knowledge and understanding of Street Scene management practices and methodologies.	Experience of leading and managing a Grounds Maintenance or Street Cleansing workforce.

Experience of working and managing Operational teams.	Experience of contract management and administration.
Experience of assisting in planning and delivering projects.	Experience of working within a local authority.
Experience of budget management.	IOSH Managing Safely.
Experience of policy development.	
Experience in dealing with service users and stakeholders to include working with elected members and senior leaders.	

Skills / Abilities

Essential	Desirable
Ability to communicate effectively with a variety of stakeholders.	Proficient in the use of Council systems.
Good negotiation and investigative skills.	Project and/ or change management.
Proactive, committed to providing excellent customer service and able to use own initiative.	Able to exploit the use of new technology.
Ability to effectively motivate teams and colleagues at all levels to work collaboratively.	
Ability to prioritise, meet deadlines and work effectively under pressure.	
Good communication skills both written and verbal to include report writing, presentation and influencing skills.	
Committed to high standards of performance and quality.	
Proficient in the use of technology including Microsoft Office 365.	
Flexible to undertake out of hours work as required.	

General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.

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