HEAD OF NEIGHBOURHOOD SERVICES

Job Description | Bassetlaw District Council

Role	Head of Neighbourhood Services
Directorate	Regeneration and Neighbourhoods
Grade	Head of Service
Salary	£73,223 to £81,272

Job purpose

To provide strategic leadership and direction for the Council's Neighbourhood Services, ensuring the effective, efficient and customer-focused delivery of key frontline and regulatory services.

The postholder will lead a diverse portfolio including waste management, fleet and transport, parks and open spaces, cemeteries, leisure services and environmental health, ensuring services meet statutory requirements and contribute effectively to the Council's corporate priorities and Vision 2040 ambitions.

As a member of the Corporate Management Team, the postholder will contribute to the strategic leadership of the Council, supporting organisational priorities, effective partnership working and the successful management of change, including the transition associated with local government reorganisation.

Key responsibilities

1. Strategic leadership and service delivery

- Provide strategic leadership and direction across Neighbourhood Services, ensuring services are responsive, effective, and aligned with the Council's corporate objectives.
- Translate corporate priorities into clear service plans, objectives and performance measures, ensuring progress and outcomes are effectively monitored.
- Anticipate future service demands and lead plans that support sustainable, efficient, and high-quality service delivery.
- Provide visible and effective leadership, creating a positive culture in which employees are supported, developed, and empowered to deliver excellent services.
- Contribute fully as a member of the Corporate Management Team to the development and delivery of corporate objectives.

2. Waste, recycling, fleet and transport

- Provide strategic leadership for the Council's waste management, recycling, fleet, and transport operations.
- Ensure services respond effectively to simpler recycling reforms and other relevant statutory responsibilities.
- Ensure operations are efficient and comply with legislative requirements and Council priorities.

3. Parks, open spaces, cemeteries and leisure

- Provide strategic direction and oversight for parks and open spaces, cemeteries and leisure services.
- Lead and support programmes and partnerships that contribute to reducing health inequalities.
- Promote accessible opportunities that enable residents to lead healthy and active lifestyles.
- Ensure services contribute positively to the Council's wider priorities and ambitions.

4. Environmental health

- Provide strategic leadership and oversight of the Council's environmental health services.
- Ensure services meet relevant legislative and statutory requirements and contribute to corporate priorities.
- Promote transparent, responsive and customer-focused service delivery.

5. Health, safety and risk management

- Provide leadership in developing and maintaining a positive and proactive health and safety culture across Neighbourhood Services.
- Ensure appropriate risk assessments, procedures, training and safe systems of work are established and embedded throughout the service.
- Maintain effective arrangements for managing health and safety compliance and associated risks.

6. People leadership and performance

- Role-model the Council's Leadership Standards, providing visible, consistent and accountable leadership across the service.
- Create clarity by setting clear expectations, priorities and standards, and communicating decisions and direction confidently and consistently.
- Build accountability and ownership by delegating effectively, enabling decisions at the right level and ensuring agreed actions are followed through.
- Lead performance fairly and consistently through regular conversations, timely feedback, recognition of success, and constructive action where standards are not met.
- Coach, empower and develop managers and employees, creating an inclusive, psychologically safe culture in which people can contribute, challenge, learn and improve.
- Use insight, evidence and sound judgement to make timely decisions, while understanding the impact on people, services, residents and the wider organisation.
- Lead confidently through change and uncertainty, remaining visible and resilient while helping teams stay focused, engaged and clear about priorities.
- Promote collaboration across services and partnerships, aligning teams behind shared organisational outcomes and the Council's Vision 2040 ambitions.

7. Financial and resource management

- Ensure effective planning and use of financial, staffing and other resources across the service.
- Anticipate changing demands and develop plans to ensure resources are directed effectively.
- Ensure robust arrangements comply with financial regulations, contract procedure rules and relevant codes of practice.

8. Governance and compliance

- Ensure services comply with relevant corporate, statutory and regulatory requirements.
- Monitor legislative change and ensure it is reflected appropriately in Council policies, procedures and service delivery.
- Identify and manage strategic and operational risks within the service portfolio.

9. Elected Members and partnership working

- Develop constructive working relationships with elected Members and provide professional advice, guidance and support.
- Build and maintain effective relationships with external organisations and partners to support Neighbourhood Services objectives.
- Provide clear and timely information to senior leadership, elected Members and external partners on performance, progress, risks and key milestones.

10. Local government reorganisation

- Provide effective leadership through local government reorganisation, ensuring continuity and resilience across Neighbourhood Services.
- Identify and manage transition risks and ensure statutory, financial, legal and safeguarding obligations continue to be met.
- Support the effective management and transition of the Council's functions and responsibilities.
- Ensure appropriate records, governance arrangements and documentation support an orderly and well-managed closure or transfer of relevant functions and responsibilities.

General responsibilities

- Demonstrate and promote the Council's values through leadership and decision-making.
- Champion equality, diversity and inclusion and ensure these principles are embedded within service delivery.
- Maintain a strong focus on residents and customers when developing and delivering services.
- Work collaboratively across the Council and with external partners to achieve shared objectives.
- Carry out other duties appropriate to the level and responsibilities of the role, where required to support effective Council services.
- Comply with relevant legislation and the Council's policies and procedures.