TEAM BARNET

BARNET LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title:	**Head of Street Scene Operations**
Location:	**Hybrid**
Department:	**Street Scene**
Directorate:	**Environment**
Grade:	**Grade 8**
Salary Range:	**£**
Reports to:	**Assistant Director of Street Scene**

1. Job Purpose:

The Head of Street Scene Operations is responsible for managing the delivery of high profile, direct labour front line operational service and the tactical planning for delivery of:

- Recycling and Waste
- Ground Maintenance

The role acts as the link between operational delivery, high performance, and strategic goals. With a clear ability to think tactically and support the strategic thinking and activity within the directorate. The post holder is required to work collaboratively to develop practical responses to key strategic policy challenges facing the authority, promoting innovation and creativity in service provision to achieve integrated outcomes for residents of Barnet.

A crucial requirement of this post is the need to interpret, analyse and own the development of tactical solutions to complex, cross-cutting policy, and/or strategic challenges. The role will ensure the development and maintenance of a high quality, resilient, responsive, effective, and integrated services to deliver the Council's strategic aims and objectives. The post will act as the senior client-side role in dealing with external contractors delivering Street Scene services.

The post holder will be expected to deputise across the Street Scene Operations workstream on behalf of the Street Scene Assistant Director and to assist the Assistant Director in establishing standards to ensure that the service is organised to deliver Council policies and priorities in the most effective and efficient way possible.

In total, the Head of Service role is responsible for circa £15 million per annum revenue budget, and 300 internal and agency staff.

2. Key accountabilities:

2.1 Lead the implementation of transformation within operational services: including the assessment of options appraisals, development, and delivery of business cases, coordinating appropriate

consultation processes, and reporting conclusions to the Assistant Director and/or Executive Director of Environment.

2.2 Lead the implementation of clear objectives for Waste & Recycling, and Grounds Maintenance; overseeing developments, performance management, streamlining services whilst ensuring identification and response to major risks is appropriately managed.

2.3 Lead and manage the Recycling & Waste and Grounds Maintenance to deliver measurable quality improvements, embed best practise, and customer centred initiatives, maintain income and ensure value for money is achieved.

2.5 Ensure that appropriate procedures and policies are properly operated, communicated, and monitored to ensure the aims and objectives for the service are delivered effectively and efficiently.

2.5 Lead service innovation, sustaining measurable improvement through business planning and development ensuring processes to governance and accountability remain robust.

2.6 Monitor services and consider alternative options to manage the business by ensuring resources are maximised and are available to deliver service priorities through an effective workforce.

2.7 Execute a business plan for the service which focuses on delivering high-quality services and achieving the objectives of Our Plan for Barnet.

2.8 Lead on all elements of the Councils budget process relating to the services under the remit of this role, advising the Street Scene Assistant Director, Council Management Team (CMT) and elected members as appropriate on service priorities linked to the Medium-Term Financial Strategy (MTFS).

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2.9 Provide high quality, professional, expert advice to members and committees, including briefing, support, and reporting to Cabinet. Work with the relevant Executive Directors on the development of Cabinet work programmes and decisions in relation to the service areas.

2.10 Ensure that the Council complies with its duties in accordance with respective legislation and policy, providing advice to members, officers, third sector organisations. To ensure that the Service is conducting regular meaningful audits led by the corporate team and to ensure that agreed improvements or recommendations are addressed in a timely manner.

2.11 Develop effective joint working, creating positive and productive links and relationships with other parts of the Directorate and Council, external organisations & stakeholders, and private sector or third sector voluntary groups representing the Councils interests. To ensure impactful representation at regional bodies and industry organisations.

3. Leadership

3.1 To provide strategic guidance and professional advice on matters of policy and strategy, and where appropriate to ensure this is integrated with Corporate, Directorate and national/regional strategy.

3.2 Provide strategic project management, taking an active role at specific governance boards including liaison with contractors, strategic partners, funding bodies and developers.

3.3 Providing leadership and guidance to Street Scene Operational services, ensuring that all service objectives are met, undertaking appraisals and ensure regular one-to-one meetings take place, as appropriate.

3.4 Ensure that staff are treated equally with understanding and respect and that their entitlement to a fair hearing and trade union representation is upheld.

3.5 Develop or support efficient, timely and responsive communication processes to and from staff.

3.6 Provide advice and assistance to Portfolio Holders particularly Environment & Climate Change and to attend Cabinet to advise on and contribute to agenda items as appropriate.

3.7 Lead the service transition from an analogue to digital environment utilising the new data works management system to drive system and process efficiency and using system and service data and insight to help shape and inform service delivery and resource deployment.

4 Financial Responsibilities:

4.1 Ensure effective financial planning to deliver strategic priorities, ensuring monitoring of service budgets and tracking of risks with recovery action in place.

4.2 Responsible for the delivery of the Street Scene Operations Service Medium Term Financial Plan and associated savings.

4.3 Lead, monitor and review the performance of the Councils weed management, dog control and hazardous waste contracts and other contracts, ensuring all commercial schedules are monitored and applied.

4.4 Responsible for identifying and developing future potential sources of funding including from CIL, S106, external bodies and ensuring best value is achieved from assets.

4.5 Ensure that all contracts and commissions are focused on value for money, delivery of the financial plan and sustainable service improvements.

4.6 Respond to internal audit reviews and implement action plans within agreed deadlines.

5 Risk Management

5.1 Ensure appropriate risk management and governance processes are in place and continually assessed and managed across the services.

5.2 Evaluate risk, identify control weaknesses, and resolve issues and problems, whilst recognising the need to escalate process issues where necessary.

5.3 Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

5.4 Ensure that any risks identified are Risk Assessed and that these are recorded and reviewed annually.

5.5 Ensure that any accidents and incidents are recorded and reported in an appropriate manner.

5.6 Ensure that Contract activities are managed to adhere back-to-back with the above.

6 Health and Safety Responsibilities

6.1 Ensure safe systems of work are implemented across the Street Scene Operational Services portfolio and that effective and robust supervisory, monitoring, management, quality assurance and review processes are implemented in that regard.

6.2 Abide by Barnet's health and safety policy, associated arrangements, and implement the managers responsibilities set out therein. Lead the development and implementation of a safety culture across the service portfolio.

6.3 Ensure compliance with the Council's health and safety policies and procedures, safe systems of work and health and safety legislation and regulations across the service portfolio.

6.4 Monitor health and safety compliance arrangements and act where there are concerns.

6.5 Include health and safety in regular management team/board meetings.

6.6 Lead by example, monitor, and enforce health and safety compliance of managers.

6.7 Ensure sufficient resources are allocated to managing risk.

7 Promotion of Corporate Values

7.1 To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

8 Flexibility

8.1 To deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

9 The Council's Commitment to Equality

9.1 To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Location:	**Hybrid**
Directorate:	**Environment**
Grade:	**Grade 8**
Salary Range:	**£**
Reports to:	**Assistant Director Street Scene**

Criteria	**Essential/Desirable**	**Assessed by:**
Professional Membership/Qualification		
Educated to degree level or equivalent in a relevant discipline and/or able to demonstrate significant experience, competence and capability in the planning, development, operation, and management of large local authority Environmental or Street Scene services	Essential	Application/Interview
Holds a recognised Project Management qualification.	Desirable	Application/Interview
Holds a recognised Management qualification.	Desirable	Application/Interview
Able to demonstrate continuing self-development and a track record of keeping up to date and familiar with developments and innovation in the sector and wide organisational environments.	Essential	Application/Interview
Experience & Knowledge		
Experience of operating at a senior management level in a complex organisation ideally in Street Scene and/or public realm.	Essential	Application/Interview
Successful track record of developing and delivering direct labour services which are effective at meeting customer needs and are cost efficient.	Desirable	Application/Interview
Detailed knowledge or the leadership, digital, analytical and management skills needed for the effective planning, development, operation, management, and maintenance of universal services particularly: Waste Management, Street Cleansing, Grounds Maintenance and Commercial Services or equivalent transferable skills.	Essential	Application/Interview
Experience of the development of contracts to an OJEU level, performance specifications and quality standards for Environmental and Fleet services.	Desirable	Application/Interview

Knowledge of specific government policies and legislation affecting Environmental and Public Realm services.	Essential	Application/Interview
Experience of identifying innovative solutions to new commissioning challenges and implementing clear measures to track implementation.	Desirable	Application/Interview
Experience of the successful planning and delivery of capital improvement projects.	Essential	Application/Interview
Experience of the oversight and monitoring the activities of a variety of delivery partners against agreed service standards & specifications and budgets.	Essential	Application/Interview
Experience of leading and being part of single service and multi-disciplinary teams in customer focussed environment.	Essential	Application/Interview
Experience of working both formally and informally with elected and/or board members.	Essential	Application/Interview
Experience of successfully defining, managing, and monitoring significant revenue and capital budgets.	Essential/Desirable	Application/Interview
Skill & Ability		
Able to demonstrate competence, and capability in the delivery of capital schemes and programmes and develop funding streams and bids.	Essential	Application/Interview
Able to demonstrate competence, and capability in the management of direct, indirect staff and resources.	Essential	Application/Interview
Ability to produce and deliver credible and compelling reports, presentations, and briefings to a variety of audiences: from formal Council Committees to informal discussions with service users.	Essential	Application/Interview
Ability to interpret a range of policy documentation and analyse data sets to inform and produce findings or recommendations.	Essential	Application/Interview
Ability to identify cross cutting issues and scope for integration with other services.	Essential	Application/Interview
Ability to distil complex initiatives into simple concepts to be shared with a variety of audiences.	Essential	Application/Interview
Strong interpersonal skills and able to challenge, support, influence and engage senior management and peers.	Essential	Application/Interview
An effective leader and communicator who provides clear direction, inspires, and motivates their team.	Essential	Application/Interview

Ability to develop and maintain positive working relationships and to work both individually and as part of a team recognising their role as part of the wider Council eco-system.	Essential	Application/Interview
Ability to question the status quo and open to new and non-traditional ways of working and service delivery;	Essential	Application/Interview
A self-starter who is agile and able to work with the minimum of supervision.	Essential	Application/Interview
Has a full driving licence and is able to drive for work purposes.	Desirable	Application/Interview
Has appropriate knowledge of Microsoft Office and other ICT applications used by the Council.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say, “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my	Essential	Application/Interview

engagement with others to challenge myself and constructively challenge others		
Champion Diversity- I recognise the advantages and importance of equality, diversity, and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview