

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Street Cleansing Operations Manager
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Directorate:	Place, Communities and Enterprise	Grade:	LBR12
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Department:	Neighbourhood Environmental Services	Hours/weeks:	36 hours/52.14 weeks
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Function:	Neighbourhood Street Scene	Post number:	S00648/S00647
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Team:	Street Cleansing	Base/location:	Ley Street Depot
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Reports to:	Street Scene Service Manager
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Responsible for:	<p>To work with the Service Manager on strategies for developing the service.</p> <p>To be responsible for an area of the Borough working in conjunction with the other Senior Team Leaders to manage and coordinate the Area Supervisor and staff ensuring a coordinated approach to effective service delivery. To give support to other Senior Team Leaders about their respective staff groups and areas.</p> <p>To be responsible for specific area of the Borough in relation to resident and customer complaints about all areas of the services provided by Council services. Taking a lead role in resolving these complaints to our residents and customer's satisfaction providing feedback to our residents and customers ensuring the prevention of repeat complaints.</p> <p>To ensure that the Council complies fully with its legal duty in relation to health and safety, its Operators' License, Technical Competence requirements and to manage the Health & Safety and welfare of all operational and supervisory staff in your work area minimising risks appropriately and without incurring unnecessary costs. To carry out and update risk assessments and safe systems of work and ensure these are operated in practice.</p> <p>To assist the Service Manager in co-ordinating the other activities of the Section within the Neighbourhood Street Scene Services. To deal with and manage equipment and vehicle failure, where appropriate arranging for replacements to be made available to ensure completion of the day's work. Where this is not possible to determine revised work schedules for catching up and to communicate these to relevant staff and the Service Manager.</p> <p>To collaborate with other officers in relation to service development, customer satisfaction, Performance Management and the promotion of unity-based working. To assist in identifying effective performance management measures and support the introduction of new systems or changes to existing systems to facilitate this.</p> <p>To support the continued improvement in the delivery of services for the Borough in the most cost-effective manner on an ongoing basis. To identify any area of the service requiring intervention or</p>
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	<p>capable of improvement, develop appropriate action and implement, in discussion with the service managers as appropriate.</p> <p>To work with neighbourhood enforcement, engagement and education colleagues to ensure joined up working and improved outcomes for the cleanliness of the Borough</p>
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Role and Context

Overall Role Purpose:	<p>To work in conjunction with the Service manager towards the Council's vision of safe, clean and attractive streets by managing a specific geographical area within the Borough, i.e. Street Cleansing, Graffiti and fly tip removal and Winter Maintenance operations with responsibility for day to day operations, budgetary control, management of human and physical resources, contracts management and quality control.</p> <p>Responsible for the full range of street cleansing activity within their defined neighbourhood, including supervision of the relevant area team leader and street cleansing team. This includes all street cleansing, both manual and mechanical.</p> <p>Deputise for the Service Manager when required</p>
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Role Context:	<p>To work in conjunction with Enforcement and Community engagement teams to provide the best service outcome for the Borough.</p> <p>Senior team Leaders will play a crucial role in overseeing the successful delivery of the Street Cleansing service, and provide the operational drive and a quality area-based Street cleaning service.</p> <p>The Street Cleansing Senior Team Leader must be able, by virtue of their education, training and experience, to respond to new legislation and adapt services as necessary to meet new challenges, and share this knowledge by mentoring other colleagues</p> <p>They will be responsible for improving the service in their defined neighbourhood area, working effectively alone or as part of a team and an ability to respond to whatever the situation demands and undertake all jobs with their competence.</p> <p>The post holder will be expected to deal in a sympathetic way with the general public and demonstrate a constant awareness of public safety.</p> <p>They will work in a spirit of cooperation and partnership with all who have a commitment to improving Redbridge street scene.</p>
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Key Accountabilities and Result Areas

1. Strategy and Planning	<p>Identify, organise and use neighbourhood street cleansing resources effectively to complete tasks, with consideration for cost, quality, safety and environmental impact.</p> <p>To develop and deliver neighbourhood street cleansing activities, to ensure the Council is providing the services in accordance with Council Policies, Government guidelines and all relevant legislation.</p> <p>To develop and produce plans and strategies that are designed to improve services, that may result in policy changes and that promote the Council's stated objectives.</p> <p>To ensure the efficient and effective management of each service element managed by the Neighbourhood Services Unit, and to develop strategies, which meet and enhance the needs of the business, satisfy any contractual requirements and meet the needs of the Borough's diverse community.</p>
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	<p>To develop, lead and supervise Street Cleansing services on behalf of the Neighbourhood section in accordance with Council policies, Government Guidelines and all relevant legislation.</p> <p>Contributing to the development of Council policies and strategies in relation to the Street Cleansing service</p> <p>To keep up to date with technological and industry relevant developments in street cleansing and environmental improvements.</p>
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<p>2. Operations and Support</p>	<p>To manage the staff within the service ensuring that the service is provided in accordance with service standards set across the Neighbourhood service area</p> <p>Work effectively with colleagues, customers, suppliers and the public.</p> <p>Responsible for the day to day management of Street Cleansing Area Supervisor and teams daily, to ensure that all operational procedures are adhered to, ensuring service delivery and quality, that performance targets are met, and ensuring that all works are carried out in accordance with all Councils policies, and in line with the Councils strategic objectives.</p> <p>To effectively manage in conjunction with other Senior team leaders and team leaders the fleet of street cleaning vehicles ensuring that the required daily checks are being undertaken and that vehicle accidents are being reported in compliance with the Councils and legal requirements, ensuring that causes of these accidents are identified and that correct preventative action is being taken.</p> <p>Responsible for mobilisation of resources to respond to complaints and reports within the specified times as required</p> <p>To ensure customer satisfaction in resolving of customer complaints across the service, ensuring that the councils customer care and equal opportunities policies are adhered to and reflected in the practises of all staff in the Street cleansing service. To ensure that correspondence is dealt with in line with corporate requirements in terms of quality and response time. Responsible for the remedy of member/customer complaints for any given location.</p> <p>To write clear and concise reports on all aspects of the operation, providing the Neighbourhood Street Scene Manager with information and ideas for service improvement</p> <p>Responsible for ensuring that work methods comply with Health and Safety, codes of practice and other relevant regulations.</p> <p>To manage the street cleansing budget allocated, including overtime and assist with the preparation and maintenance of budgets in accordance with the service business plan and revenue estimates</p> <p>To respond to callouts in accordance with weather conditions and other Emergency Schemes.</p> <p>Responsible for ensuring that standards of cleanliness are maintained in accordance with the standards outlined in the litter code of practice</p> <p>To attend liaison meetings with senior staff as and when required and to answer questions in relation to service performance and other matters.</p> <p>Post holder must hold a current valid driving licence and have undertaken a proficiency test for driving Council vans, etc. before driving a council vehicle</p> <p>To undertake investigations under grievance, absence or other disciplinary procedures and assist in hearings. To manage the conduct of operational and supervisory staff, to initiate and conduct</p>
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	<p>disciplinary investigations, giving evidence and presenting the management case at hearings as necessary.</p> <p>Such other duties of a similar nature as may from time to time be required.</p>
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<p>3. Systems and Process Development and Improvement</p>	<p>Use relevant and appropriate IT in order to develop and support the service, for example, vehicle tracking technology, route optimisation software, mobile working linked to confirm the Councils database system</p> <p>To ensure the production of regular performance management information, statutory and Council-specific. To manage this information, ensuring optimum use of the Councils Confirm database system, so as to contribute to a continuous improvement process.</p> <p>To Produce management reports of activity to improve the service</p> <p>To use Council IT systems such as Agresso for posting purchase orders and ICasework for responding to complaints, etc.</p>
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<p>4. Communication Partnership</p>	<p>Be aware that this role contributes to the customer experience for both residents and visitors to Redbridge.</p> <p>Respond to the public and businesses both in person and using the telephone in a professional manner. To answer telephone enquiries supplying basic information and by adopting a problem solving approach, ensuring customer satisfaction.</p> <p>Communicate effectively with staff ensuring they understand expectations of service delivery and join in with corporate initiatives as a team. To ensure the maintenance of a high quality motivated workforce through effective recruitment, ensuring staff are appraised and receive any training necessary for their safe and effective deployment, and for their personal development.</p> <p>To represent the Council at external and internal meetings, working parties, resident forums etc.</p> <p>To lead or represent the Council, Neighbourhood Manager or Head of Service in project working as required</p> <p>To liaise with ward members on street cleansing issues in their wards and to attend site meetings with members and senior officers as necessary.</p>
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<p>5. Performance and Standards</p>	<p>To ensure all paperwork and documentation is up to date and in line with service standards.</p> <p>To ensure that all necessary health and safety requirements are implemented, including ensuring all staff use protective clothing/footwear/safety devices and that all work procedures are in accordance with street cleaning best practice and Health & Safety policies</p> <p>To carry out effective performance management for the street cleaning service for your area assisting to develop and sustain effective systems to measure and manage your work area in consultation with your manager.</p> <p>To manage, develop and set the direction of the Street Cleaning and Graffiti services and initiate developments and improvements to the service as identified in conjunction with the Service manager.</p>
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	<p>Take responsibility and training for the management of any of the following as directed;</p> <ul style="list-style-type: none"> • Schedules and rotas • Winter gritting operations • Transport and vehicles • Depot - Transfer station • Resources • Communications • Risk management • Drivers hours and working time directive • Graffiti • Trunk Road cleaning
Key Performance Outcomes	<p>To include:</p> <ul style="list-style-type: none"> • Compliance of staff with Health and Safety Standards • Compliance of Waste Transfer Station • Service planning and delivery • Staff supervision and management • Street Cleanliness standards • Reactive response alongside planned work • Liaison with members of the public, colleagues and elected members.

Corporate Accountabilities	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
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Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>
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Person Specification			
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test Weightings: 3=most important, 2=least important</i>	
		A - I - T	Weightings
Statutory or Mandatory qualifications:	Hold a full category B licence to enable post holder to drive council vehicles including vans. Reasonable adjustments will be considered for disabled candidate.	A	3
Key Subject or Content Areas (inc: Desirable Qualifications)	You will be expected to have an in-depth knowledge, skills and abilities in the service area, contributing to the design, development, manufacture, commissioning, operation or maintenance of products, equipment, processes or services with an on-going regular creative / innovatory thinking in the resolution and handling of complex issues. Must have WAMITAB MROC12 or willing to train towards obtaining qualification.	AI	3
Supervision	Ability to motivate, lead and manage the performance of a large and diverse team of staff, as an integral part of the Neighbourhood Services management team. Thorough knowledge and understanding of Health and Safety requirements relating to the workplace and team activities and the ability to incorporate health and safety requirements into the day-to-day operations of the staff team. Ability to coordinate the work of the team on a day-to-day basis to ensure others activities are completed effectively to required standards. Ensure that the team maintain positive relationships with internal and external customers. Support formal and informal learning and development opportunities to aid operational delivery and staff understanding and ability. Supervise in line with the corporate policy and procedure.	I I AI	3 3 3
Skills / Abilities Field Title	Ability to conduct an open and communicative style of management, including good oral and written communication skills, along with excellent reasoning, analytical and decision-making skills. Thorough knowledge and understanding of Drivers hours' compliance and working time directive relating to the workplace and team activities and the ability to incorporate these requirements into the day-to-day operations of the staff team. Ability to implement the Council's disciplinary, grievance, appraisal, capability and sickness absence procedures and have the ability to recruit, manage and develop staff including appraisal, training, counselling and discipline in a manner, which meets the Council's standards. Ability to write and think clearly, particularly on complex technical subjects. Ability to manage an in-house training section Ability to use oral, written and electronic methods for the communication of technical and other information	AI I AI A I AI	3 3 3 3 2 3
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's website, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	A	3

Effective and Collaborative Team Working	<p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the ongoing development, implementation and monitoring of service plans by reading industry literature to stay aware of new practices.</p> <p>To support and contribute to value for money, service efficiency and improvement.</p>	A	3
Working Pattern and travel	<p>Required to work across the borough on site, inspecting, supervising, training and supporting staff from the base of Ley Street Depot.</p> <p>Travel outside the borough not expected.</p> <p>Supervision of staff on late shift may be required, and occasional weekends to supervise staff and oversee service standards and provide operational support.</p>		
Safeguarding and Disclosure			