

JOB SUMMARY

Post Title	Waste and Public Realm Operations Manager						
Job Family	<i>Partnership Commissioning and Contracts</i>	Pay Range	<i>14</i>	Line Manager to others?	Yes	Role profile ref	<i>PCC14</i>
Service Area	<i>Communities Directorate</i>						
Line Manager	<i>Service Director – Waste, Environment and Planning</i>						
Location	<i>County Hall and agile</i>						
<p>Job Purpose</p> <p>To manage, plan, and deliver the council waste services to fulfil the statutory obligations of a waste collection and waste disposal authority including the effective management of the Public-Private Partnership (PPP) waste and recycling contract, and other related contracts, to deliver the councils long-term waste and recycling targets and infrastructure.</p> <p>To manage, plan and deliver the council’s Public Realm functions for Parks, Countryside and Environment Officers that underpins the successful delivery of the council’s corporate priorities.</p>							
<p>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</p> <ul style="list-style-type: none"> • Provide leadership and operational management of both the public realm and waste and recycling services that enables the successful delivery of service strategies that underpin the Council’s corporate priorities. <ul style="list-style-type: none"> ○ Ensure that the council’s environmental inspections and enforcement activities are effective and proportionate and aligned with the needs of the local community and the council’s core objectives, ensuring the teams support delivery of Waste and Highways contracts. ○ Support the Service Director in the development of Service Plans and the in maintenance of effective service wide business continuity plans. ○ Actively promote and celebrate diversity, ensuring that the service and team members champion the principles of inclusion. ○ Ensure that all aspects of health and safety management and operational practice are in place, monitored and reviewed on a regular basis, with all required training identified and instigated to meet staff need. ○ Support and advise the Service Director ensuring the development and delivery of continuous improvements in all aspects of the service. • To manage, plan and deliver the waste management strategies and policies to fulfil the council’s statutory roles as waste collection and disposal authority. • To manage a number of technical and service delivery contracts for the management of waste services, capital infrastructure development, closed landfill site management. • Act as the Deputy Authority Representative for the 25 year PPP waste contract, within the agreed annual financial budget. • Manage the operation and development of the Island’s Public Realm, including the grounds maintenance and other contracts • Prepare business plans to ensure the successful delivery of projects that will support the Island’s Regeneration, Economic Development and Health and Well Being strategies. • Support the development and delivery of Public Realm and Waste and Recycling strategies support the delivery and implementation of the Island Regeneration and Planning Strategies • Manage, monitor and challenge performance in line with the provisions set out within the respective contracts and provide analytical performance and risk reporting to the relevant Boards 							

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- Manage and monitor the delivery of the waste infrastructure and associated capital programme for new waste and recycling treatment and disposal facilities to ensure they are in keeping with contractual obligations.
- Regularly review all strategic and operational policies to support the Service Director and the Member Review Board and as necessary inform cabinet/ cabinet member decisions.
- Identify and develop and commission activities and projects which:
 - Realise an income from the utilisation of council assets and optimises waste and recycling resources.
 - Attract and secure inward investment and partnership working in respect of waste resource management in both the private and public sector.
 - Reduce budgetary pressure on the council.
- Monitor and evaluate the success of waste, recycling and minimisations campaigns, consultations, and communications activity to ensure that effective methods are employed and utilised to continuously improve the waste service and progression towards national targets for recycling and landfill diversion.
- Plan and manage reactive maintenance repairs to sea defences and support the strategic capital programme
- Develop effective partnerships with Town and Parish Councils and local community organisations to better meet their needs in accordance with council policies.
- Ensure that consultation procedures and processes are accessible and are underpinned by clear guidelines and competent professional advice.
- Undertake horizon scanning to keep up to date with internal, regional, and national developments that affect the work of the service and in order to plan and develop appropriate strategies for response. Maintain professional knowledge and expertise in own field, ensuring that continuous professional development is undertaken for self and the team.
- Proactively build good working relationships and communicate effectively with all stakeholders, including partner organisations, members, and strategic directors. Represent the Council on external working groups.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Substantial relevant experience as a professional expert in a large / complex organisation with expert knowledge in the specialist field.	<i>Experience in public realm, waste and recycling in a local government context including a strong working knowledge of relevant legislation, national policy/strategy and best practice guidance.</i>	E	
Excellent knowledge of the service and partner / provider relationships and wider sector / external influences.	<i>Excellent knowledge of the statutory obligations of a Waste Collection Authority and Waste Disposal Authority.</i> <i>Excellent knowledge of Partnership Contracts and experience negotiating complex contractual and commercial matters.</i>	E	
Excellent communication,	<i>Excellent ability to communicate complex</i>	E	

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<p>interpersonal and influencing skills. Authority and credibility to build relationships influence and engage successfully with colleagues, partners, providers and stakeholder at all levels in complex or politically sensitive situations.</p>	<p><i>legal and contractual matters to a range of internal and external stakeholders including senior managers, directors, elected members, external bodies, partners, providers to generate and co-ordinate original ideas and policy / service developments and to provide expert advice, guidance and support on highly complex / sensitive issues. Consult with stakeholders to identify requirements. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders via all media channels.</i></p> <p><i>Experience in managing difficult customers / stakeholders, with for example escalated complaints or sensitive issues.</i></p>		
<p>Proven research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues and develop effective solutions.</p>	<p><i>Excellent ability to analyse and interpret complex raw data sets and apply waste management experience to produce meaningful reports that ensure the development, implementation and maintenance of strategies, policies, contracts, data, systems, standards, procedures and / or governance frameworks within area or related areas of responsibility. Review the effectiveness of these in response to either internal or external factors.</i></p> <p><i>Substantial experience of critical evaluation and development of effective solutions.</i></p>	<p>E</p>	
<p>Experience of leading partnership working and representing the organisation externally.</p>	<p><i>Experience of leading and representing the organisation and partnership externally when communication to a variety of stakeholders from the local community up to sector specific</i></p>	<p>E</p>	

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	<p><i>government working groups.</i></p> <p><i>Able to confidently represent IWC at partnership, public and other high profile events / complex negotiations.</i></p>		
Excellent planning and organisational skills, to manage a range of complex activities and to achieve targets and objectives.	<i>Excellent experience of planning and organisation of a range of complex projects and activities with proven achievement of targets within a wider programme of work.</i>	E	
Experience of managing significant budgets and resources	<i>Experience of managing significant budgets and resources</i>	E	
Initiative, strategic awareness and commercial acumen demonstrated in problem solving and decision making.	<i>Experienced in dealing with challenging situations, which involve significant persuasion, negotiation, motivation and influencing skills. The ability to set and create the right working climate is critical to the success of the role.</i>	E	
Experience of setting standards and measures and managing contract compliance / performance.	<p><i>Excellent experience developing performance standards that are effective and commercially sound.</i></p> <p><i>Experience monitoring and challenging compliance with required contractual standards.</i></p>	E	
Experienced project manager with a good understanding of project management methodologies and systems.	<i>Strong experience of managing complex projects and applying contract management methodologies to achieve a service that meets the organisational needs.</i>	E	
Excellent team leadership skills to inspire motivate and develop team members to high levels of performance.	<i>Ability to lead and motivate a team to fulfil the organisational and service requirements.</i>	E	
Excellent ICT skills including Microsoft applications and specialist systems.	<i>Substantive experience working with a range of complex ICT systems.</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable

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Educated to degree level or equivalent standard.	<i>Educated to degree level or equivalent sector specific experience.</i>	E	
Relevant professional qualification.	<i>Project management qualification such as Prince2 or able to demonstrate significant equivalent project management experience</i>		D
Other Requirements			
<ul style="list-style-type: none"> • <i>Excellent presentation, communication, and negotiation skills</i> • <i>Good understanding of local government working practices and relevant legislation affecting arrange of services</i> • <i>Strong interpersonal and staff management skills</i> • <i>Ability to prioritise and organise own workload to ensure deadlines are met</i> • <i>Ability to work under pressure</i> 			
<ul style="list-style-type: none"> • <i>May be required to undertake additional duties as commensurate with role and grade</i> • <i>May be required to work out of normal working hours for call out, member committees and emergencies, as and when required</i> 			