



## Role Profile

<b>Job Title:</b> Head of End to End Waste Services	<b>Role Profile Number:</b> OPH84
<b>Grade:</b> U	<b>Date Prepared:</b> January 22
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Director of Operations
<b>Structure Chart attached:</b>	No

### Job Purpose

The Waste service is one of the Council's highest profile services managing some 44,445 tonnes of non-recyclable waste and approx. 18,474 tonnes of recyclable waste each year, collected from around 100,000 households. The service ensures provision of waste management services, effective performance, allocation of resources, identification and reduction of risks.

This role will provide strategic leadership and direction to all elements of the council's end to end waste functions. It is specifically accountable for: all elements of the end to end waste transformation programme, waste collections operations, , waste disposal contract management, borough wide recycling improvement, and all other elements of waste services.

The role will provide strategic direction and is accountable for driving a culture of operational excellence, focusing on championing and supporting innovative ways of working that both enhance the service and reputation of the Swindon Borough Council and ensuring our residents remain at the heart of everything we do.

The role is a member of the department's Senior Leadership team and will work with colleagues and key stakeholders to drive service delivery that supports the Council's vision, priorities and pledges

### Key Accountabilities

- Lead the borough's end to end waste functions, ensuring consistent strategic and operational oversight of all elements of this high profile service.
- To proactively and robustly monitor and manage performance to ensure waste services are delivered to the highest possible standard and in accordance with the required policies and priorities.

- Lead the strategic development, delivery and ongoing review of transformational change within Waste services that achieve cost reductions and better outcomes for the residents of Swindon.
- Act as the strategic contract lead for all waste management contracts, including the borough's key contract for residual waste disposal, and strategically direct the delivery of these contracts in order to support and achieve the organisation's wider policy objectives
- To manage the contractual relationship with PPS in relation to transfer waste station
- Oversee the delivery of a waste function which understands its performance data in real time, and can proactively use this information to drive improvements to service level and value for money for the customer.
- Develop and implement a transformational improvement plan for the waste aspects of the Waterside depot, working in partnership with colleagues and key stakeholders to deliver an overarching, coherent plan on behalf of the Operations department.
- Review, interpret and lead the organisation's response to the relevant elements of the Environment Act, which requires the Council to make provision in terms of targets, plans and policies for improving waste collections and recycling.
- Take leadership responsibility for embedding a culture of operational excellence, with a strong 'can do', 'right first time' customer focus within the waste function.
- Ensure that service activities are carried out to the highest standards of integrity and professionalism and align with strategic objectives and in accordance with legal, regulatory and statutory requirements.
- Champion and support innovative ways of working, with a focus on continuous improvement of waste services.
- To proactively manage budgets for which the role is accountable in accordance with financial regulations and contract standing orders and forecast expenditure in accordance with required timescales.
- To ensure compliance and health and safety requirements upheld by all staff across the waste function and to champion safe working practices.
- Working with Members lead on the development of relevant strategies and policies that deliver better outcomes for the residents and various communities within Swindon
- As a member of the Senior Leadership team, adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- In conjunction with the Director of Operations and relevant service managers, keep the business plan and other key strategies under review.
- To attend out of hours council meeting as and when required
- To report and present performance reports to Senior Management and to members on a regular basis.

- In all aspects of the Directorate's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties as may be expected by a senior officer at this level.
- To deputise for the Director of Operations/Managing Director when requested.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experienced in managing operational services whether within a local authority or commercial setting.
- Demonstrate a proven track record of delivering change and service improvements.
- Knowledge of the legislative framework in which Local and National Government operates.
- The ability to, and experience of managing high performing services
- A proven ability to lead, direct and develop a multi-functional service
- Knowledge and practical experience of using ICT as an analytical and management tool.
- Ability to combine strategic planning, financial management and people management skills.
- Ability to liaise and negotiate at all levels of internal and external organisations.
- The ability to manage tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Ability to work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Ability to manage difficult situations and experience of conflict resolution.
- Significant financial knowledge of managing high value budgets
- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- Team player capable of influencing and working within cross-functional teams
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

## Qualifications

- A relevant tertiary qualification (desirable) and/or equivalent experience (essential)
- Management qualification (desirable) and/or equivalent experience (essential)

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	Yes
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Approx. 150 staff within department, waste drivers, collectors, wardens, supervisors, managers.</li></ul>	<b>Responsibility</b>	Circa - £10m
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Operational management of the waste functions</li></ul>	<b>Asset Responsibility:</b>	Waste fleet

## Contacts and Relationships

- Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.
- Possess highly developed interpersonal skills and is able to adapt approach to a wide variety of customers

## **Swindon Borough Council – Our Leadership Competencies**

- Corporate Leadership – Act as an Ambassador for the Council’s vision, priorities, pledges and values collectively with colleagues from within the Corporate Management Team.
- Managing Self – Manage your time, priorities and resources to achieve goals and meet personal learning and development needs.
- Leading People – Leading, engaging, developing and motivating employees to perform at their best.
- Leading Change – Helping others to approach changes at work in a way that seeks to ensure their commitment and enthusiasm is focused on achieving the Council’s objectives.
- Managing Information – Works in an informed and evidenced-based way by making good decisions based on relevant information and data.
- Maximising Partnerships – Building effective working relationships and ensuring partnerships are focused on outcomes.

- Managing Resources – Achieving objectives through the effective planning and allocation of resources.
- Managing Activities – Managing the activities of the team to achieve business priorities within agreed time scales and budgets.
- Managing Risk – Actively seeking to identify, escalate and mitigate risks and threats to business continuity and the achievement of the Council’s objectives.

**Other Key Features of the role**

- The operational working environment can occasionally be unpleasant or involve hazardous conditions as would be expected within an operational waste site such as Waterside Park.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	