



SWINDON
BOROUGH COUNCIL

Job Title: Environmental Cleansing Team Leader	Role Profile Number: SBC_12011
Grade/Level: Level 5	Date Revised: December 2023
Directorate/Group: Operations	Reporting to: Service Manager – Waste & Recycling, Environmental Cleansing & EnviroCrime
Structure Chart attached:	

Job Purpose

Operations encompasses a wide range of services including Grounds Maintenance, Waste Collection and Management, Environmental Cleansing, Enviro Crime.

Operations department high visibility services feature very highly in the priorities of both Members and residents of the Borough, with a significant influence on the way stakeholders perceive the Council.

The Operations Departments response to the challenges the Council faces will facilitate a customer focused service delivery model that demonstrates value for money and embeds a culture of continuous improvement. In doing so, the service will meet the Council's Vision.

There is a tremendous amount of change taking place across the Council and within Operations as we continue to respond to increasing demand and diminishing resources.

The purpose of this role is to lead a team to maintain a high standard of cleanliness within the Borough of Swindon. ensuring compliance with the procedures and policies of Swindon Borough Council and relevant legislation.

The post holder is responsible to ensure staff and resources are managed to maximum effect and to deliver to agreed targets within agreed time scales whilst managing employee welfare, appraisals, identifying training needs and dealing with disciplinary matters as required.

Key Accountabilities

- Deliver the Environmental Cleansing Service in a timely and proactive way to achieve well-coordinated services, and embed a culture of customer focus, continuous improvement, and delivering value for money services.
- Ensure all daily work plans are carried out efficiently, effectively and safely by the environmental cleansing teams and assess and ensure the quality and safety of work being undertaken.
- Ensure driving standards are maintained and vehicles in the service area are operated within council policies and statutory regulation, including inspections and maintenance.
- Maintain compliance with the procedures and policies of Swindon Borough Council and relevant legislation. this includes ensuring all staff and materials required are in place to fulfil daily requirements
- Ensure departmental documentation is completed, maintained and stored in compliance with relevant legislation and Swindon Borough Council processes and procedures as required
- Deputise for the Environmental Cleansing Service Manager and/or Supervisor, when requested and support them in ensuring that the Council vision, goals and values are promoted and implemented.
- With the support of the Environmental Cleansing Service Manager and/or Supervisor, proactively manage all staff, materials, vehicles, equipment and other relevant resources, within agreed budgets.
- Ensure complete adherence to statutory requirements, regulations and codes of practice in order to enable all service standards and specifications to be achieved, and maintain records for scheduled and ad hoc inspections and risk management audits, contribute to development of these programmes and their objectives, including risk assessments, safe systems of work, COSSH assessments
- To carry out work activity inspections, toolbox talks, training and other activities to ensure safety, quality and efficiency of operations.
- With the support of the Environmental Cleansing Service Manager and/or Supervisor, proactively manage Council Budgets for which the post holder or Service Manager is responsible in accordance with the Council's Financial Regulations and Contract Standing Orders using the on-line system to monitor and forecast expenditure in accordance with laid down monthly timescales.

- Ensure that equality of opportunity principles are embedded in all aspects of service delivery and employment throughout the division and contribute to the development of a Council wide equalities policy.
- Ensure that all staff are, at all times, kept up to date and aware of corporate and departmental activities.
- Maintain up-to-date knowledge of the legal and regulatory framework as it applies to the delivery of environmental services.
- At all times ensure the safety and wellbeing of self, colleagues and members of the public.
- When on duty ensure you and your team are dressed in the appropriate uniform which is to be kept clean and tidy; maintain a high level of self-motivation, moral and discipline and at all times be polite, helpful and informative to members of the public and colleagues.
- Participate in the Council's staff appraisal systems and ensure that any identified personal training needs and/or development are discussed at these.
- Undertake mandatory training and bespoke training relevant to the duties required.
- To investigate accidents, incidents and near misses to establish causes and improve controls to reduce risk with the support of the service manager
- To manage and administer all management systems relating to the service including resource planning, safety, fleet compliance, payroll, customer complaints.
- Promote equality and diversity best practice in all areas of work and be committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.
- Perform any other duties which can reasonably be accommodated within the grade of this post as may be required by the Service Manager and/or Supervisor.
- Ensure compliance by all staff to health and safety, quality assurance or other management procedures. Any non-compliance should be dealt with as specified in the appropriate procedure.
- Working hours will be as required by the demands of the service, this may include: weekends, bank holidays and any other non-working day, evenings or anti-social hours. This may include working 5 days over 7 in line with flexible working policies.

Supplementary Accountabilities

- In accordance with the provisions of the Health & safety at Work etc. Act 1974 and the Management Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment, provided and inform your Team Leader, Supervisor or service Manager of any hazardous situations or risks of which you are aware as soon as you become aware of them.
- To maintain and enhance the council's reputation through ensuring that personal conduct and actions of staff in the service are consistently to the highest standards.
- To co-ordinate activities and support the work of other staff within the Directorate including Waste Enforcement Officers and Parking Services/CEO's.
- You must ensure you undertake responsibilities relating to your position as detailed within the council's Health & Safety Policy.

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder.

Knowledge & Experience

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

Minimum –

- Full driving licence
- Demonstrable proven experience in a similar role at a team leader level which should include direct responsibility for managing employees and services within a performance culture.
- 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 with the ability to articulate complex ideas clearly and simply to non-technical audiences.
- Excellent listening, communication and interpersonal skills.
- Ability to manage difficult situations and experience of conflict resolution.

- Demonstrable experience of leading, implementing and adapting to change.

Preferred –

- NVQ in street cleaning or similar comparable qualification
- Comprehensive geographical knowledge of the Borough of Swindon
- Understanding of the decision making process in a political environment.

Working Environment –

- Outside & Internal works – prepared to work in all weather conditions
- Hazardous conditions will exist at times

Potential Risks –

- Subject to anti-social behaviour from members of the public who may be aggrieved, aggressive or abusive
- Lone Working

Decision Making

- Required to make any decisions relating to the management of staff where possible within the scope of the services provided.
- Decisions appropriate to respond to residents’ complaints and comments on service.
- Assessing the quality and safety of work.
- The post holder will have regular access to a manager but is expected to work independently in their area of responsibility.
- Resolve problems and react to the demands of the service

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Up to 25 direct reports 	<p>Assets: Various Street Cleaning Equipment and Vehicles circa £500,000</p>
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Contacts and Relationships

- Verbal and written contact with council employees and members of the public
- Ability to successfully work within multi-disciplinary teams, including Directors/Heads of Service, senior managers, Members and other key stakeholders, including external partners and staff.

Creativity and Innovation

- To suggest any improvements or alternate means for delivery of services – including the better use of labour, transport and materials etc
- Challenge procedures and suggest alternatives

Values & Behaviours

(refer to guidance)

Self- Awareness

- Awareness of one's own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one's behaviour and change them.

Integrity

- Authenticity – being yourself and not wanting to look good or avoiding to look bad,
- Leading by example – being the role model you wish others to grow in to.

Collaboration

- Giving space to others and not imposing own views or judgements
- Enabling development through co-creation and collective learning

Meaningful Relationships

- Is compassionate and accepting of others
- Connecting with others at an honest human level

Resilience

- To be aware of and utilise personal strengths and resources to endure tough times
- Keeping a positive outlook and using challenges as personal growth

Clarity of Intention

- Clear and effective communicator
- Is purposeful and makes decisions