

Job Title: Grounds Maintenance and Cleansing Service Manager	Role Profile Number: OPH59
Grade: Q	Date Prepared: 15 September 2020
Directorate/Group: Operations Directorate / StreetSmart	Reporting to: Head of StreetSmart
Structure Chart attached:	

Job Purpose

StreetSmart encompasses a wide range of services including Grounds Maintenance, Waste Collection & Management, Parks, Environmental Cleansing, and Fleet Maintenance and Management, covering both the development of the strategy and operational delivery.

StreetSmart's 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 StreetSmart 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 objectives: *Priority Three – "Ensure clean and safe streets and improve our public spaces and local culture"* and *Pledge Thirteen - "Actively seek and specify each new way to harness community and neighbourhood group efforts to increase the cleanliness of their local areas."*

The Grounds Maintenance and Cleansing Service Manager is responsible for the operational delivery and strategic direction of Swindon Borough Council (SBC) Grounds Maintenance service which includes grass cutting, soft landscaping (hedges and shrub beds), tree management, woodlands, play areas, country parks and open spaces, town centre cleansing and fly tip collections which include both internal and external works. The role also has responsibility for the development of community capacity and education to encourage increased participation in helping to manage local environments.

There is a tremendous amount of change taking place across the Council and within StreetSmart as we continue to respond to increasing demand and diminishing resources. This senior management role will not only design and deliver a strategic direction that responds to the challenges faced by the council, and specifically the StreetSmart service, but also be able to articulate that vision to all levels of the business and ensure that members of the workforce are fully engaged in the change and part of the journey, rather than feeling this is being done to them.

Key Accountabilities

- Lead and direct the delivery of the 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.
- To take lead responsibility for specific corporate projects or any other duties determined by the Head of StreetSmart or commensurate with the post.
- To support SBC in ensuring that the Council vision, goals and values are promoted and implemented.
- Manage through developing and implementing appropriate strategies, policies, business plans, performance indicators and work programmes, the effective and efficient delivery of the SBC grounds maintenance and cleansing services.
- Proactively manage all staff, operations, materials, vehicles and equipment in adherence to high standards of health and safety
- Proactively manage all staff, operations, materials, vehicles and equipment within agreed budgets and other relevant resources.
- 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 purposes of health and safety, including scheduled and ad hoc inspections and risk management audits.
- To proactively manage Council Budgets for which the post holder 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.
- Work in partnership with the Council's Procurement Team to ensure that any procurement is carried out in adherence with SBC regulations.
- Responsible for ensuring employees are effectively managed, motivated, supported and developed in accordance with their job role.
- Ensure that staff have the necessary mandatory training to safely and proficiently deliver their role and implement an agreed programme of personal development through the PDP process.
- 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 staff are kept up to date and aware of corporate and departmental activity.
- Represent the department in consultation and negotiation with the unions on staffing or other business related matters.

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.

Supplementary Accountabilities

- To deputise for the Head of StreetSmart, when requested.
- Work in partnership with PPS and against the contract requirements for the disposal of waste at the Household Waste & Recycling Centre (HWRC).
- Maintain up-to-date knowledge of the legal and regulatory framework as it applies to the delivery of related grounds maintenance and environmental services.

- Demonstrate a commitment to actions to mitigate climate change and to deliver services to the highest environmental standards conducive to SBC's Zero Carbon commitments

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 –

- Extensive proven experience in a similar role at management level. Experience to include direct responsibility for managing employees and services within a performance culture.
- Educated to degree level or equivalent through work experience or training.
- Proven experience of successfully managing budgets in excess of £5m.
- Knowledge and practical experience of using ICT as an analytical and management tool.
- Ability to combine strategic planning, financial management and people management skills.
- 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.

Qualifications

- Professional qualifications in Grounds Maintenance, Environmental Services or equivalent.
- Understanding of the decision making process in a political environment.

Decision Making

- Responsible for the development (in consultation with Members) and implementation of the strategy for Streetsmart.
- Accountable for the successful operational delivery of the services.

Creativity and Innovation

- The ability to think creatively and innovate with new ideas, technological advances and promote new ways of working within challenging budgetary requirements
- The ability to think creatively and innovate with new ideas, technological advances and promote new ways of working to meet new and emerging thinking about climate change control

<p><u>Job Scope</u> c. 60 staff in total Number and types of jobs managed</p> <ul style="list-style-type: none"> • Overseeing managers and supervisors • Health and Safety Lead • Full budgetary accountability • Service Delivery <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Arboricultural Services including tree surgeons and tree inspectors • Grounds maintenance services including Country Parks Rangers, grass mowing and shrub management • Cleansing services including cleansing operatives, mechanical brush sweepers, fly tip collections 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes; c. £2m</p> <p>Staff Vehicles Equipment</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Significant experience of successfully working within multi-disciplinary teams, including Directors/Heads of Service, senior managers, Members and other key stakeholders, including external partners, Staff, Council Officers and Members.
- Ability to operate confidently at all levels within the business including Corporate Board, Members, Heads of Service, senior managers, and other key stakeholders, including external partners.
- Confident in and able to challenge actions, behaviours and decisions, at a senior level, in the event that they are contrary to the agreed strategy.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	