

JOB DESCRIPTION	
Job title:	EB24 Environmental Services Manager
Service:	Environmental and Regulatory Services
Team:	Environmental Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Head of Environmental and Regulatory Services
Responsible for:	Environmental Services Team
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To be responsible for managing the Council's Waste Management Services - specifically refuse, recycling, environmental cleansing and enviro crimes enforcement. To manage, direct and monitor the performance of the Council's Waste Management Services Contract. To support the Head of Environmental and Regulatory Services in developing and delivering initiatives in Waste Management to achieve the Council's strategic and statutory aims and objectives. To manage, direct and monitor the Council's regulatory functions relating to envirocrimes (flytipping, litter, waste duty of care, and abandoned vehicles). To seek and deliver continuous improvement in the environment of the Borough in accordance with the Council's Corporate Plan, through the effective management of Environmental (Waste, Street Cleansing and Envirocrimes) Services 	
MAIN DUTIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> To be responsible to the Head of Environmental and Regulatory Services for the operational management of all aspects of the Waste, Recycling and Environmental Cleaning. 	

2. To be accountable for the delivery and performance of Waste Management services by directing the activity of the external contractors, managing and monitoring the external contracts, managing the Client Team and controlling the contract budget.
3. To support the Head of Environmental and Regulatory Services in achieving the Council's objectives and statutory targets for refuse, recycling and street cleaning. This involves working closely with Contractors' senior management staff to ensure that all staff involved with the services work efficiently and to the contract specification.
4. To assess, develop, promote and implement existing and new waste, recycling and envirocrimes initiatives for the Council, within approved budgets. This involves working in co-operation with Surrey Environmental Partnership, Surrey County Council, their disposal contractor, other agencies and public sector organisations.
5. To direct the claim of performance rewards from the Waste Disposal Authority including the provision of evidence to substantiate claims as required by Surrey County Council. This involves collating data from weighbridge tickets and using Excel based software to analyse this data.
6. To implement the approved Plans of the Council (Waste Reduction and Carbon Reduction) as required and to monitor, review and update as appropriate.
7. To work with the Sustainability Manager and Zero Waste Project Officer to develop and implement a Zero Waste Strategy for the Council.
8. To identify the implications of the Government's Waste Strategy for the council and work with partners through the Surrey Environmental Partnership to implement service changes necessary to comply with it.
9. To manage and monitor an effective client-side waste management and envirocrimes team that can constantly adapt to changes and developments within the industry.
10. To act as the Envirocrimes enforcement advisor for the Council, developing policies and procedures, in conjunction with the Head of Environmental and Regulatory Services; managing the Council's environmental enforcement functions (including fly tipping, abandoned vehicles, waste permitting and duty of care issues) and where appropriate, develop joint enforcement initiatives and intelligence gathering, across service areas and in partnership with other agencies.
11. To monitor service provision and undertake any relevant research and analysis required.
12. To manage effectively the waste, recycling, street cleaning and environmental enforcement budgets within their Cost Centres.
13. To develop performance targets for the service and ensure that they are monitored and achieved.
14. Communicate effectively with the Council, the community and work colleagues.
15. To work with colleagues to support the delivery of the "digital first" programme of work to better enable residents to engage with the Council and to create efficient working practices within the Council and with contractors. This will include working with colleagues to undertake customer journeys, to determine the digital application

specification, liaising with contractors to digitally share information, testing new or changed applications and liaising with a range of parties to plan for changes and ensure a smooth go live.

16. To be responsible for the routine implementation of the Council's Health and Safety Policy within the section including the conduct and regular review of risk assessments, safe systems of work, and training of staff to ensure that work is carried out in a safe manner.
17. Attend, as required, meetings of the Council, Committees, Working Parties and outside bodies.
18. Keep abreast of economic, legislative and social development affecting Local Government in general and their work area in particular

Business Continuity

Play a pivotal role in business continuity planning and, should the need arise, assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

This will include ensuring that all contracts are carried out in full compliance with statutory Health and Safety requirements, including carrying out regular health and safety audits of contractors' performance in their depot and across the Borough.

DIMENSIONS OF THE ROLE

The post-holder is directly responsible to the Head of Environmental and Regulatory Services for the operational management of all aspects of the Environmental Services Team. This includes the effective and prudent management and control of the human, financial and technical resources and support systems for;

- a staff of 8 with an aggregate Manpower Budget of approximately £200,000 per annum
- control of a revenue expenditure budget of approximately £4.5 million per annum and income of approximately £1.4 million per annum
- direct control of capital budgets of up to £100,000; a critical 14 year (7+7) service delivery contract for Waste Management and street cleansing (annual value of £4.5m)
- in the region of 100,000 essential service delivery actions every week - waste and recycling collections across every household in the Borough
- a customer base of 125,000 population
- the Environmental Cleansing Service that impacts on the environment of every person living, working, visiting or passing through the Borough
- a constantly changing and evolving service subject to close Government scrutiny with a number of high profile local and statutory indicators and targets
- services which deliver a significant impact to the Council's environmental sustainability and carbon reduction aspirations
- one of the highest profile services in the Country (waste management/recycling) which must be responsive to, and meet, local, regional, national and European union targets and legislation/regulations

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The post-holder must make decisions on staffing structure, contract variations and expenditure, operational matters at every level, and on the future direction of the Waste Management and Envirocrime service delivery.
- The postholder must be confident in making recommendations to the Head of Environmental and Regulatory Services, Strategic Director, Portfolio Holder, other Members and strategic partners and therefore has a major influence on the reputation and standing of the Council, both with the public and external and internal partners.
- The post-holder is responsible for the delivery of the services in accordance with very prescriptive specifications and Conditions of Contract, and within other statutory controls for regulatory work.
- Leading the continuous review of envirocrime enforcement procedures and protocols compliant with the relevant legislation and the corporate enforcement policy.
- Reviewing and prioritising environmental enforcement activity in consultation with the Head of Environmental and Regulatory Services, Deputy Environmental Services Manager and Environmental Enforcement and Monitoring Officers.

PLANNING/ORGANISING/CONTROLLING

- The post-holder is responsible for the delivery of the services in accordance with very prescriptive specifications and Conditions of Contract
- The post-holder must be able to make recommendations to the Head of Environmental and Regulatory Services relating to future service planning and budget setting.

CUSTOMERS AND CONTACTS

INTERNAL

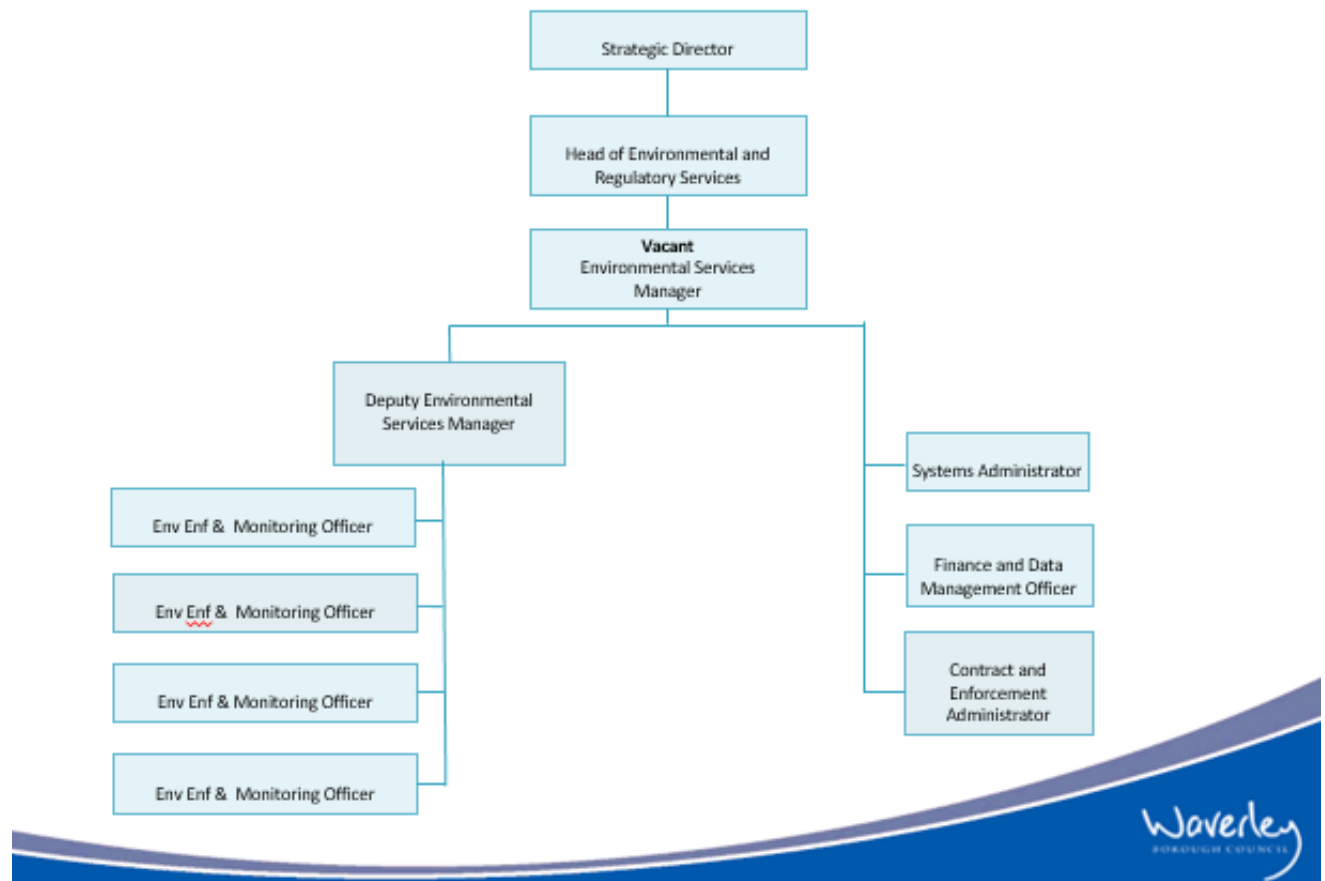
- Officers and Members at every level

EXTERNAL

- Peer Local Authorities, Town and Parish Councils, County Council, Defra, Contractors, Developers, statutory undertakers, Tenants Panels, WRAP, Waste Management professionals, Consultants, Residents' Associations and the public



Environmental Services Team 2022



Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Relevant degree or equivalent level qualification	A/C	Membership of an appropriate professional institution (e.g. CIWM)	A/C
			Recognised management qualification at an appropriate level	A/C
KNOWLEDGE / TECHNICAL SKILLS	Extensive contract management experience	A/I	Knowledge of legislation and experience of the Waste / Recycling industry	A/I
	Regulatory/ Enforcement experience in relevant areas	A/I	Knowledge and experience of Environmental legislation	A/I
	Project Management experience	A/I	Awareness of Safeguarding	A/I
	Demonstrable competence of policy development and innovation.	A/I		
	Demonstrable competence of budget management and monitoring.	A/I		
	Awareness of the working of Local Government administrative and democratic processes	A/I		
			Awareness of the Environmental Sustainability agenda	A/I
COMMUNICATION	Good negotiating skills and an ability to actively influence and motivate a variety of people.	A/I	Ability to be creative and innovative in policy and strategy development.	A/I

	Strong verbal and written presentation/ communication skills.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Committed to providing a high quality professional service to the public.	A/I		
	Ability to improve Customer Service.	A/I		
	Ability to deal with difficult people and situations in a calm and persuasive manner.	A/I		
	Accurate spoken and written English is essential for the post	A/I		
TEAM WORKING	Ability to empower staff, and build positive working relationships with staff, colleagues and contractors, based on mutual trust and respect.	A/I		
	Ability to manage multiple priorities in a busy work environment.	A/I		
MANAGING SELF AND OTHERS	Ability to actively influence and motivate a variety of people, including team and contractors.	A/I		
	Ability to manage multiple priorities in a busy work environment.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Open and approachable.	A/I		
	Have the drive to achieve results through a logical and systematic approach.	A/I		

ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Full and valid driving licence and use of a car during working hours	A/C		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

A = Application CV/Personal Statement
C = Certificates/Professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

Politically Sensitive post: Political Restrictions

Please note that the Local Government Officers (Political Restrictions) Regulations 1990 apply to this post. In general terms these provisions mean that the postholder is prohibited from:

- holding or standing for elected public office (except Town or Parish Councils);
- holding office in a political party
- speaking or writing in public (including on social media) in a personal capacity in a way that might be regarded as favouring one or other political party;
- canvassing at elections

For Official Use only			
Job title:	Environmental Services Manager	Post no:	EB24
Service:	Environmental Services	JE score:	519
Team:	Environmental Services	Pay band:	4
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	1	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	Head of Environmental and Regulatory Services	DATE:	March 2022
CHECKED IN:	Human Resources	DATE:	
LAST UPDATED:	Human Resources	DATE:	