

LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Head of Neighbourhood Street Scene		
Directorate:	Place	Grade:	LBR19
Department:	Street Scene	Hours/weeks:	36 hours per week
Function:	Senior Manager	Post number:	
Team:	Street Cleansing, Environmental Enforcement and Neighbourhood Engagement	Base/location:	Ley Street Depot
Reports to:	Operational Director Civic Pride		
Responsible for:	Neighbourhood Managers		

Role and Context	
Overall Role Purpose:	<ul style="list-style-type: none"> To manage and lead the Street Scene Neighbourhood Street Scene Teams in the achievement of the Authority's stated objectives and in the continuous improvement of its performance. To lead in ensuring the management, maintenance and improvement of the Borough's Street Scene by ensuring compliance with relevant legislation and Council policies. To ensure the integration of all relevant services within Street Scene, throughout the Council and relevant partners in accordance with best practice, legislation and Council policy, making recommendations for change to the Operational Director. To jointly plan and participate in enforcement operations with staff from other sections of the Council and with external agencies, in particular the Police and the Environment Agency. To jointly plan and participate in neighbourhood engagement activities with all relevant partners in order to raise awareness, educate, inform and transform behaviour to improve the look and appearance of the street scene.

Role Context:	It is recognised that the combination of an integrated street cleansing, enforcement and education and engagement within neighbourhoods provides the best opportunity to improve the street scene. This is a model that is affordable in the current financial climate.
----------------------	---

Key Accountabilities and Result Areas	
<p>1. Strategy and Planning</p>	<ul style="list-style-type: none"> • To develop, lead and manage Street Scene Neighbourhood Services on behalf of the Council in accordance with Council Policies, Government guidelines and all relevant legislation. • To develop, lead and manage Street Scene Neighbourhoods on behalf of the Council in accordance with Council Policies, Government guidelines and all relevant legislation. • Strategic management of the Council's Street Scene Neighbourhoods policy including all matters relating to street cleansing, environmental enforcement and neighbourhood engagement and education in discharge of the Council's responsibility for those services, in particular its statutory street cleansing and enforcement activities. • Leading on the development of council policies and strategies in relation to Street Scene Neighbourhoods ensuring these are in line with council/government/professional guidance and good practice. • Develop and maintain a comprehensive understanding of national and regional Street Scene and Neighbourhoods policy and its inter-relationship with other policies. • Develop and deliver the Council's strategies and plans in relation to Street Scene Neighbourhoods • Provide expert advice to the Operational Director for Civic Pride, CSMT, Directors and Members in relation to all matters the post holder has responsibility for. • Firmly establish the Street Scene Neighbourhoods as a key player within the Council, sub regionally and across London.
<p>2. Operations and Support</p>	<ul style="list-style-type: none"> • To manage the staff within the service ensuring that the service is provided in accordance with service level agreement. • Allocation of resources to implement Street Scene Neighbourhood Service Plans • Develop schemes and initiatives which ensure that the services support the Council's objectives , particularly but not exclusively in relation to meeting Street Scene Neighbourhood need • Develop a comprehensive understanding of the Street Scene Neighbourhood industries • Ensure that the Council has good data on the service around street cleansing and environmental enforcement
<p>3. Systems and Process Development and Improvement</p>	<ul style="list-style-type: none"> • To devise and implement training and development plans for staff, monitoring and assessing in accordance with Council guidelines. • To devise and produce plans and strategies that are designed to improve service provision and continually assess working methods, procedures and practices • Lead on the analysis, evidence base, consultation and implementation on any future Street Scene Neighbourhoods service changes
<p>4. Communication Partnership</p>	<ul style="list-style-type: none"> • To represent the Council at external and internal meetings, working parties, resident forums etc. • To lead or represent the Council or Operational Director in project working as required • Develop and maintain strong links with residents and businesses in the Borough in order to drive up Street Scene Neighbourhoods standards • Develop effective partnerships with a range of services and other organisations to develop and support Street Scene Neighbourhood services • Work closely with any relevant bodies in developing a partnership approach to Street Scene Neighbourhoods services, for example, Housing • Ensure that the Council receives the maximum benefit from any resources available through these partnerships. • Play a proactive role as part of Civic Pride in the strategic planning and direction of the service.
<p>5. Performance and Standards</p>	<ul style="list-style-type: none"> • To liaise with internal department and external organisations and manage the process by which performance data required by such department/organisations is produced and presented. • To carry out Performance Reviews within staff in accordance with Council guidelines. • To lead on the development, implementation and performance management of effective strategic and operational plans within the Department. • Represent the Civic Pride service at internal and external meetings on all matters the post

	<p>holder has responsibility for</p> <ul style="list-style-type: none"> • Prepare and present reports to Officers, Members and relevant committees • Setting appropriate performance targets for the department and managing performance to achieve targets • Deliver any targets the department is responsible for within the Council's top 40 KPIs • Providing accurate and timely performance and other management reports • To carry out Performance Reviews within staff in accordance with Council guidelines.
Key Performance Outcomes	<ul style="list-style-type: none"> • Service provision is within required PI targets (local or corporate) and service delivery adheres to all Council policies and legislation • Street Cleansing service standards and frequencies are adhered to within stated periods • Productivity is maximised • Overtime is minimised in favour of revised working patterns • Reduction in driver vehicle damage • Improvement in vehicle performance – consumption, wear and tear • Maximising environmental enforcement • Minimum 100 community events per year ensuring changed behaviour
6. Resource Management	<p>To manage within the £6m revenue budget</p>
Corporate Accountabilities	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>

Person Specification		
Knowledge & Experience	<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>	
Statutory or Mandatory qualifications:	Professional qualification and/or membership of a relevant professional body.	A, I
Educational Ability	Degree level of education required	A
Key Subject or Content Areas (inc: Desirable Qualifications)	Street Cleansing, Enforcement powers knowledge, Environmental protection Act 1990, Clean Neighbourhoods Act 2004	A, I
Knowledge / Experience Field Title e.g. Project Management	Demonstrable experience in managing a multi discipline team at a senior level.	A, I
+ Knowledge / Experience Field as required	Experience of working at Management Team level.	A

Leadership and Development	Ability to lead, manage and develop staff and resources to maximise effective and efficient performance, sustain high morale and inspiration to enable delivery of objectives/outcomes that align with service plans and delivery of the Council values and objectives. Assist the wider corporate management and organisational change by ensuring employees are appropriately informed and developed and encourage a culture of cross-organisational and partnership working. Champion good management practice in line with the corporate policies and procedures.	A, I
Skills / Abilities Field Title	<ul style="list-style-type: none"> • High level management and motivational skills within a multi-disciplinary team. • Ability to communicate effectively and establish good working relationships with people at different levels. • Demonstrable experience of financial controls, budgetary monitoring and management of salaries and running cost budgets. • Evidence of innovation, developing flexible working, team spirit and employee development. • Ability to meet challenges, appraises new situations, make judgements and implement effective action. • Excellent presentational skills both written and oral. 	I, T
+ Skills/Abilities field as required		
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	I
Effective and Collaborative Team Working	<ul style="list-style-type: none"> • To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement. 	I

Working Pattern and travel	Internal and external working.- daily Lone Working - weekly Potential out of hours working – occasional Occasional travel beyond LBR Regular travel within LBR
Safeguarding and Disclosure	Not required
Special Factors or Constraints	None

Version:	0.01
Last Reviewed:	14/10/2017