

Leeds City Council

Directorate	Communities & Environment
Service Area	Environmental Services
Job Title	Area Manager
Grade	PO3
Conditions Of service	NJC Conditions apply
Responsible to	Service Manager
Responsible for	Team Leaders, Technical staff and operatives.

Job Purpose: To manage and lead a functional or area operational team within Environmental Services delivering a range of specified functions or services. In doing so, undertaking a full range of managerial responsibilities, as required, on a day to day basis, to effectively run the team and achieve efficient and safe service delivery, whilst supporting residents and stakeholders. To work as part of a team of Area Managers

Responsibilities:

Responsibilities will vary depending on the operational service area and you may be required to move between service areas depending on the needs of the service and to develop relevant skills and knowledge.

The main service areas are:

- Cleaner Neighbourhoods Team
- City Centre Cleansing Team
- Household Waste and Recycling Centres
- Refuse Service

Manage operational resources within the functional area to achieve service delivery by the most efficient means. The management of the resources to include cyclic and day to day planning and monitoring to ensure cover for absences through holiday, training and sickness.

Provide, as required, a liaison role with Fleet Services to ensure all vehicle and machinery needs are being planned for and met to deliver the service;

Communicate to members of staff information and areas of concern which arise in the course of normal duties.

Investigate and resolve service requests, both proactive and reactive, using all available statutory and non-statutory measures, which may include the use of; Notices (including fixed penalty notices); prosecutions; warnings; informal advice; education; and restorative and imaginative solutions to resolve problems.

Ensure accurate interpretation of legislation, procedural and policy guidance and relevant technical information to maintain consistency of decision making and guidance.

Be aware of and comply with Leeds City Council policies and procedures e.g. safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Lead on the accountability of the relevant service area through local Community Committees and Elected Members;

Attend Community Committee meetings and other locality meetings on a regular basis representing the Service as directed and on a geographical or topical basis

Support and assist Elected Members and Members of Parliament with regard to enquiries on relevant policy matters or matters in their area of responsibility;

Work closely with team members and other staff involved in services delivered, actively promoting high quality communication between the service, service users and Elected Members.

Produce accurate, detailed and complex reports for Senior Managers attending Committees and Boards of Elected Members, as appropriate, to present reports.

Monitor performance, including qualitative and quantitative measures.

Design and implement appropriate corrective actions to maintain the highest quality of service.

Make recommendations on budget management and financial planning, monitoring activities against budgets in accordance with approved procedures as appropriate whilst adhering to Council Financial Regulations and Standing Orders

Assist the Service Manager to implement change and improvement in services, products and systems in line with the Council's objectives and strategic outcomes.

Assist the Service Manager, implement co-ordinated team objectives, policies and practices, including training, and accurately reporting on the effectiveness of existing policies and practices.

Accurately record and keep updated, information using digital and paper-based systems ensuring effective distribution of information to service users in a manner which is appropriate to their needs, including detailed and complex reports

Contribute to the overall ethos, work, and aims of the service and Leeds City Council by attending relevant meetings, training days/events as requested.

Work in partnership and liaise effectively with partner organisations and relevant statutory agencies.

Take a lead for the relevant service area responding positively to challenges arising from the corporate focus on priority neighbourhoods and environmental issues.

Provide Service Manager Cover as required;

Develop and motivate the team and individuals to enhance performance utilising the Appraisal and Development Scheme and other appropriate methods, taking a lead in the development of students, trainees and staff as required.

Plan and evaluate all work carried out by oneself to ensure the objectives of the Service Plans are met.

Facilitate effective communication processes generally within the team and between the team and all other members of the Service, ensuring a positive industrial relations environment.

Promote equality of opportunity and continual personal development in recruitment, development and training.

Participate in appraisal, training and development activities as necessary to ensure up to date knowledge and skills.

Improve own practice through observation, evaluation, discussion with colleagues and CPD programmes.

Work collaboratively with colleagues, knowing when to seek help and advice.

Be aware of and support difference and ensure equality for all working in an anti-discriminatory manner, upholding and promoting the standards and equal opportunities of Leeds City Council.

Recognise and appropriately challenge any incidents of racism, bullying, harassment or victimisation and any form of abuse of equal opportunities, ensuring compliance with relevant policies and procedures and making sure the individual/s involved understand it is unacceptable.

(Specific to the Cleaner Neighbourhoods Team and City Centre Cleansing service areas)

Act as disclosure officer for prosecution cases (as required)

Undertake enforcement activities through the implementation of powers and duties as authorised under delegated powers and duties.

(Specific to the Refuse service area)

Ensure that the Performance Related Pay (PRP) processes in relation to Waste Management are accurately followed and to undertake verification of appropriate payments.

Qualifications

A degree or diploma in Environmental Health and a valid certificate of registration awarded by the CIEH Registration Board or Waste Advisory Management Industry Training Board (WAMITAB) Certificate of Technical Competence (Level 4) or Degree/diploma in a specialist related topic or recognised management qualification. OR Able to demonstrate competence and experience of work related to and at the level of the duties of the post.

PERSONAL SPECIFICATION:

Method of Assessment will be through one or more of the following: Application Form, Test, Interview, and Certificate.

ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Skills Required

Ability to assess situations and make sensible and sound decisions.

Ability to oversee and guide enforcement activities so they are proportionate, in the public interest and using the most appropriate legislation correctly.

Ability to interpret/apply strategies into service delivery, develop services and contribute to the formation of policies.

Ability to prioritise competing priorities and workloads in order to achieve targets and objectives.

Ability to work as part of a team and with others, to accept challenge, advice and support.

Ability to use your own initiative to find solutions

Ability to inspire, lead and support a team of staff to be customer focused

Ability to develop solutions that address inequalities in how our services are delivered and accessed

Ability to coach, support and develop people to perform at a high level and are happy in their job

Ability to identify, challenge and deal with poor behaviour/conduct

Ability to interpret and apply legislation, guidance and policies.

Ability to manage and implement health and safety management systems.

Ability to produce accurate, detailed and complex reports.

Ability to communicate and engage effectively with the public, Elected Members and MPs

Ability to build positive relationships and trust with key stakeholders

Knowledge Required

Understanding of wider strategies that the service is required to help deliver

Understanding of the need for legal frameworks within which services operate;

Understanding of responsibilities in relation to managing health and safety and implementing effective health and safety policies and systems.

Understanding the requirement to contribute towards corporate strategic outcomes.

Of Disciplinary, Grievance and Sickness procedures.

Of the provisions of Financial Regulations and Standing Orders.

Experience Required/

Of working in a management role

Of communication with a wide range of individuals & groups.

Of using different IT applications to a good proficiency

Of managing change, developing services and contributing to the formation of policies.

Behavioural & other Characteristics required

To display a responsible and co-operative attitude to working towards the achievement of the service's aims and objectives.

Committed to continuous improvement.

To carry out all duties having regard to an employee's responsibility under Leeds City Council's Health & Safety Policies.

Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.

Ability to be flexible and provide citywide duty cover at weekends and bank holidays on a rota basis.

Ability to travel throughout the Leeds City Council boundaries to be flexible to move location within the service working in different areas depending on need.

DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

Skills

N/A

Knowledge Required

Understanding of customer care and quality assurance principles.

Awareness of the provisions of the Financial Regulations and Standing Orders.

An additional recognised technical, managerial or related specialist qualification.

Experience Required

Of working with the public and other organisations.

Job Description Content Prepared / Reviewed by:

Name Jason Singh Designation Head of Service Environmental Action Date 29/01/2021

Confirmation of Job Evaluation Undertaken **JE Ref Number** TLM04 (File Ref 192263)

Name JE Team Designation Officer Date 29/01/2021