

## Leeds City Council

### Job Description

<b>Job Title:</b>	<b>Service Manager</b>	<b>Salary</b>	
<b>Service Area:</b>	Environmental Services	<b>Grade</b>	PO6
<b>Directorate:</b>	Communities and Environment	<b>Date:</b>	Feb 2021
<b>Responsible To</b>	Environmental Services JNC		
<b>Responsible For</b>	Service team/function within Environmental Services (according to deployment).		

#### Job Purpose:

The post holder will provide effective leadership and management in one or more of a range of functions that sit under Environmental Services. This will relate to outcomes in Refuse Services, Household Waste and Recycling Centres and Services, Waste Management Services (inc Contracts, Performance, Engagement and Business Support), Cleaner Neighbourhoods Team and City Centre Cleansing and Enforcement).

According to deployment, the role will include leading service teams and developing and delivering agreed service outcomes on:

- Policies and performance management;
- Management of a contracts and procurement programme;
- Household waste collection operations and allied services
- Recycling and reuse operations and facilities
- Environmental enforcement
- Street cleansing and allied services
- The best use of support services, including comms/engagement

#### Responsibilities:

1. To demonstrate effective leadership and management in line with the Council's values and standards.
2. To ensure the Council-wide ambitions, values and vision are well recognised and can be seen through the behaviour and reputation of the team.
3. To lead service planning, development and commissioning at a team level, ensuring service delivery is fully effective at securing outcomes.
4. To ensure value for money considerations are accounted for in service reviews, design and delivery.
5. To work with other services to ensure service and team boundaries do not inhibit well co-ordinated operational working, to mutual benefit.
6. To lead cultural and operational change within teams.
7. To have overall responsibility for team performance.
8. To proactively develop and maintain positive relations and engagement with Trade Unions, to foster good industrial relations and informed service improvement.
9. To be responsible for all staff management issues including recruitment and selection, attendance management, supervision, individual performance, grievance and disciplinary issues etc.

10. To investigate and use a range of service delivery models as appropriate, according to those delivering best value for money and achievement of outcomes.
11. To resolve a range of challenging situations faced by residents and businesses through effective mediation and negotiation skills.
12. To help foster a strong team ethos across senior operational managers in Environmental Services , bound by common issues and opportunities.
13. To be the primary link between the service and the key partners (both internal and external).
14. To determine the priorities for the team, with reference to the corporate and Directorate priorities, local need and Council values.
15. To maintain a good awareness of the national policies and expectations of services and to respond to those in balance with local priorities.
16. To be responsible for the management of resources and service delivery to agreed budgets. Also, to assist in the development of and lead the delivery of any efficiency targets set.
17. To anticipate and facilitate the movement of resources to deal with service failure or reputational issues. This in relation to both local or city-wide and team specific or wider Environmental Services matters.
18. To lead the team-level preparation and development of budgetary provision and make recommendations on budget management and financial planning.
19. To attend Community Committee meetings, sub groups, Ward Member and public / business meetings to represent the service as required.
20. To forge and maintain good relationships with key stakeholders e.g, Community, Private Sector and Voluntary Sector Groups to ensure that local priorities are identified and tackled in an efficient manner.
21. To be responsible for the provision of adequate data and intelligence on service inputs and impact.
22. To promote and build the reputation of the team and service at a Council-wide level.
23. To be accountable for ensuring compliance with any governance requirements relating to the work of the division including those relating to procurement, financial management and ensuring the safety and wellbeing of staff and customers.
24. To actively promote and support Leeds City Council policies on equal opportunities and to create a culture that ensures equality and values diversity.
25. To deputise for JNC managers as required.
26. To undertake any other duties commensurate to the grade, as required.

**LOCATION:**

The appointment is to the Council; therefore an employee can be required to work at any Council office to fulfil the duties. The majority of our buildings have wheelchair access.

**SOCIAL CONDITIONS:**

The postholder will communicate with all levels of staff, members of the public and external agencies.

The postholder will work as part of a team and will be expected to work with team members. You will also be required to work alone whilst fulfilling field or office based tasks.

## **ECONOMIC CONDITIONS:**

The grade of the post is PO6.

28 days annual leave and 5 additional days after 5 years Local Government service (pro-rata dependent upon shift pattern).

## **GENERAL:**

The post holder will be required to work flexible hours occasionally to meet service requirements which will usually be within the provisions of the Councils flexitime scheme (between 7am and 7pm). There may however be an occasional requirement for additional hours to be worked which will be recompensed in accordance with NJC for Local Government Service Terms and Conditions as adopted or amended by the Council or local agreement. In all circumstances a reasonable period of notice will be provided.

There may also be occasions where you could be called upon at short notice and in exceptional circumstances to provide a proportionate response to an emergency situation out of office hours, if you are able to do so. In these situations the Council has the discretion to pay an allowance in accordance with the time worked, or apply an inclusive rate of pay to take into account all features of the job.

In certain circumstances, in the interests of operational efficiency, rota cycles can be varied subject to appropriate consultation and with reasonable notice.

Car Use Allowances - if this postholder meets the criteria for essential car user status the corresponding allowance plus mileage will be paid whilst the postholder provides and maintains a vehicle for business use. Casual car user mileage is payable in accordance with local conditions of service.

Other conditions in accordance with the provisions of the scheme of Conditions of Service of the National Joint Council for the Local Government Services as adopted or amended by the Council.

**Relationships:** The post holder will maintain effective relationships with staff at all levels within the Directorate, other Council Directorates, Elected Members, external agencies and the general public.

## **PROSPECTS:**

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

This job description is current as at the date shown. In consultation with the postholder, it is liable to variation to reflect or anticipate changes in or to the job. This job description is issued as a guide to help you understand the duties you will initially be expected to undertake.

**Job Description Prepared / Reviewed by:**  
Helen Freeman (Job Purpose section updated by  
John Woolmer to reflect new structure functions)

**Job Description Approved by:**

Date: February 2019 (updated by JW Feb 2021)

## EMPLOYEE SPECIFICATION

*In order to fulfil the standard requirements of the post, post holders must meet the following requirements. Candidates for selection for the post will only be shortlisted for interview if they can demonstrate in their application that they meet these requirements. The following are considered to be essential requirements for the post.*

### **Motivate Teams, Individuals and Self**

- Ability to provide visible and supportive leadership, which empowers, enables and develops staff to achieve results.
- Provide direction and energy to achieve business objectives.
- Relevant leadership experience in a service or operational area relevant to the area of service delivery in the remit of the post.
- Commitment to continued professional development.

### **Manage staff performance**

- Ability to manage and monitor performance effectively and set clear objectives for the review of individual and service level performance.
- Ability to coach and mentor staff to develop a culture of high performance
- Ability to translate service plans into clear objectives.
- Experience of successful operational resource management including the evaluation of competing priorities and management of accountabilities.

### **Promote and celebrate diversity**

- Understand and promote policy on equal opportunities and diversity in both service delivery and employment.
- Enable all diverse communities to make use of council services.
- Personal integrity with commitment to fairness, equality and diversity.

### **Improve service delivery**

- An understanding of and commitment to sustainability in service delivery.
- To be able to demonstrate a knowledge of legislation, regulations, policies, inspections and performance information applicable to the relevant business area.
- To be able to demonstrate examples of managing services, implementing change and achieving quality transformational outcomes.
- Demonstrate effective leadership and management to achieve sustainable service improvements and outstanding results in a multi-disciplinary environment.
- Taking ownership for informed decisions and delivering quality outcomes

### **Manage projects and programs**

- Ability to manage change programmes, improve service quality and support a culture that drives up standards and performance.
- Ability to take forward initiatives and policies from development to implementation using project management methodologies.
- Experience of working effectively with others to deliver cross sector or cross service projects.
- Ability to manage competing priorities whilst delivering on

a range of programmes and adapting to changing circumstances and priorities.

**Delivering customer focus**

- An understanding of community issues relevant to the area of service delivery in the remit of the post.
- Good understanding of the public sector and its relationship with the private and third sectors.
- Experience of managing services to meet customer needs.
- Evidence of experience and commitment in relation to the engagement of relevant citizens, customers, communities and stakeholders in decision making processes.

**Effective communication and engagement**

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- Ability to put corporate vision and values into practice through agreed policies and strategies.
- Experience of making an effective contribution to internal and external meetings, networks, forums including those at a local and regional level.
- Ability to develop productive working relationships that command respect, trust and confidence.
- Ability to ensure meaningful engagement with staff.
- Willingness to lead by example to promote excellence.
- Ability to produce comprehensive high quality reports, business cases and to deliver presentations to diverse audiences.

**Solve problems and make decisions**

- Ability to resolve conflict and demonstrate effective advocacy.
- Ability to collate and analyse complex information to inform decisions.
- Understand and ensure compliance with the legal, financial, governance and control frameworks including risk management
- Demonstrate understanding of the need to balance the corporate orientation with operational responsibilities and accountability.
- Demonstrate ability to develop business focussed solutions to service and corporate problems.

**Work with partners and members**

- Understanding of local government political systems and experience of working on politically sensitive issues.
- Understanding of public sector Issues including the impact of government and legislation on Council strategy and services
- Ability to develop, manage and contribute to partnerships involving various stakeholders to gain ownership of a shared vision and direction to achieve positive outcomes.
- Evidence of credibility whilst working collaboratively across services and with partners to deliver excellent services and outcomes.
- Ability to develop and maintain constructive relationships with trade unions including understanding of consultation, negotiation and collective bargaining.
- Experience of developing productive working relationships with Members that command respect, trust and confidence.

**RISK ASSESSMENT OF THE POST**

CLIENT GROUPS, the employee will work with \*

General Public	Y	Housing Tenants	Y	Other Agencies	Y
Children		People with learning difficulties		Clients in their own home/residential home/hostel	Y

**FOOD HANDLING:**

The job will involve \*

Handling Food		Preparing Food	
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**PHYSICAL CONDITIONS:**

1. Work is conducted in the main \*

Indoors	Y	Outdoors	Y	Sitting	Y	Standing	Y	Walking	Y	Office Accommodation	Y
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2. The job will involve \*

Climbing		Working at Heights		Potentially working in smoking environment		Driving	Y	Lifting	
Stretching		Working underground		Working in confined spaces		Bending	Y	Carrying	

Type of Vehicle (other than car) \_\_\_\_\_

3. This job may involve possible exposure to \_\_\_\_\_

We therefore offer \_\_\_\_\_ as a protective measure

**CONTROLS TO MINIMISE HAZARDS - The following specialist equipment will be provided for the job.**

1. Personal Protective Equipment ( please specify) as determined by risk assessments \_\_\_\_\_
2. Breathing Apparatus \* \_\_\_\_\_ specify type \_\_\_\_\_
3. Harness \* \_\_\_\_\_ specify what \_\_\_\_\_
4. Protective Clothing \* \_\_\_\_\_ specify what \_\_\_\_\_
5. Other equipment used \* \_\_\_\_\_ specify \_\_\_\_\_

\* Tick where appropriate to indicate what aspects the job will involve.

**WE WANT ALL OUR EMPLOYEES TO WORK IN SAFE AND HEALTHY CONDITIONS. IN ACCORDANCE WITH HEALTH & SAFETY LEGISLATION - ALL EMPLOYEES HAVE A DUTY TO ACT RESPONSIBLY AND TO DO EVERYTHING THEY CAN TO PREVENT INJURY AND ILL HEALTH TO THEMSELVES, FELLOW EMPLOYEES AND OTHERS.**