

Job Description

Job Title: Head of Service: Waste Operations

POSCODE: CCC0287

Grade: P6

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

The Place and Sustainability Directorate impacts on the lives of everyone living, working, learning and travelling through Cambridgeshire every day. As a Head of Service within the Place and Sustainability directorate, you will support the directorate's core aim to support sustainable economic development and growth, protecting and enhancing the environment and enabling effective transport and connectivity for all communities.

Place and Sustainability consists of four key professional areas which include:

- Transport and Connectivity
- Infrastructure, Capital and Delivery
- Environment and Economy
- Regulatory Services

As the Head of Service: Waste Management and reporting to the Service Director: Environment and Economy, you will act as the senior professional lead providing operational leadership, development and management for professional services within your given remit, ensuring the highest quality services are delivered within resources available.

The role will be fully responsible and accountable for the delivery of services including:

- Recap Partnership
- Waste Services Management
- Waste Commercial and Contract Management
- Performance and Assurance
- Waste Reduction Strategy and Policy Management
- Project Management

The Head of Service: Waste Management will work collaboratively with the Service Director: Environment and Economy to ensure that appropriate policies, plans and contracts are delivered to the highest standards, in line with relevant legislation and best practice. The role will provide strategic leadership, technical advice and expertise at a senior level, to develop and review strategies including implementation of changes to promote resource effectively to support sustainable economic development and growth, protecting and enhancing the environment and enabling effective transport and connectivity for communities.

Main accountabilities

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1.	Strategic Leadership <ul style="list-style-type: none"> • Responsible for the development of strategic objectives and outcomes for responsible services within the Place and Sustainability directorate, taking account of organisational strategy, best practice and legislative and regulatory requirements. Ensure this is shared through strong leadership within the service. • Provide expert knowledge within area of professional specialism including policy, best practice and law, ensuring that all policies, processes and approaches are documented and are up to date, reflecting practices that achieve best outcomes for communities and the Council. • Lead on developing and maintaining data to report on operational performance management. Utilising this data in various internal and external reports and utilising insights gathered to develop services and practices to achieve improved outcomes for communities and the Council. • To Lead and support system wide developments in sustaining and improving economic development and growth including protecting and enhancing the environment for communities. • To lead on change management or service development projects and complex investigations as directed by the Service Director. • Attend, contribute and or provide written reports, advice and information to any relevant committee, member or board meeting as appropriate. Represent the Council at specified meetings as agreed with the Service director and to lead and direct the agenda for management team meetings within the services responsible and any other meeting or committee as and when required. • Provide leadership to ensure the effective management of resources through strong recruitment, induction, supervision, training, retention and people management techniques. • Mentor and inspire members of the team, promoting professional growth and cultivating a culture of excellent and continuous learning. • Deputise for the Service Director when needed.
2.	Service Delivery <ul style="list-style-type: none"> • Provide senior operational management to all teams within services responsible. Be accountable for activity across service areas, ensuring that managers are effectively overseeing their operations including planning, allocation and review of workload so priorities are managed, shortfalls identified and services delivered within capacity and within departmental and partnership policies, procedures and timescales. • Provide leadership to ensure that resources are deployed effectively and managers operate in a way that adheres to legislation, regulation and compliance, provides good outcomes for communities and the Council. • Be proactive in the development of services through collaboration with internal and external stakeholders. Working collaboratively with other Heads of Service in the Directorate to maximise opportunities to improve economic development and growth including protecting and enhancing the environment for communities. • To act as the professional lead and subject matter expert within area of professional specialism, ensuring that complex work is appropriately overseen and managed to achieve successful outcomes. • Lead on embedding a proportionate, yet robust approach to risk which is consistently applied across services delivered within professional specialism. Ensure that any related systems relevant to risk i.e. GRACE are appropriately adopted and managed within the service.

	<ul style="list-style-type: none"> • Ensure that succession planning is in place, including plans to develop staff at all levels within the service area and wider organisation to ensure a pipeline of suitable qualified and motivated staff are available to move into roles that become available. • To ensure that a range of opportunities are created and maintained to enable staff to contribute to improving services and wider organisational aims. • To ensure that services within area of professional specialism meet service deliver standards including but not exhaustive to KPIs and service level agreements. • In collaboration with the Service Director, respond to high level service enquiries and complaints raised by key stakeholders, partners and members.
3.	Performance Management <ul style="list-style-type: none"> • Lead on developing, through others, management information that enables oversight of activity across professional service. • Establish and contribute towards robust performance metrics and benchmarks to evaluate the impact of service delivery, adapting processes and strategies to achieve successful outcomes for communities and the Council. • Report operational progress and performance to Service Director, Senior Leadership and members demonstrating accountability and transparency. • Prepare written and verbal reports related to performance of the professional service which the role is responsible.
4.	Partnership Working <ul style="list-style-type: none"> • Represent Cambridgeshire County Council at stakeholder, board or partnership meetings, working jointly and collaboratively to maximise opportunity and service delivery. • Work with partners, contractors and suppliers ensuring that contracts, projects and joint ventures are performing well, meeting outcomes, are best value for money and are fully compliant with County Council approaches. • Ensure appropriate attendance at meetings and events with partners related to directorate services but mainly area of professional specialism. • Build and nurture strong relationships with internal teams, external partners, communities and members by way of positive engagement and service improvement. • Develop strong professional networks and share good practice and broaden learning opportunities.
5.	Financial and Resource Management <ul style="list-style-type: none"> • With responsibility for a budget, collaborate with the Service Director and Operational Managers to ensure that service delivery maximises value for money, whilst achieving good outcomes for communities and the Council. • Ensure robust arrangements for financial management and planning are in place and develop the skills and confidence of staff to make the most effective use of resources available. • Ensure full compliance with all County Council financial and procurement policies, procedures and frameworks within area of responsibility. • Foster a culture of innovation, encouraging the development and implementation of modernised and improved approaches to enhance service delivery and experiences for communities. • Appropriately manage all risks, particularly related to financial and resources and ensure that appropriate systems are maintained and risk monitoring approaches are adopted. • Coordinate and bid for funding for projects including negotiating with funding bodies, managing communications, liaising with partners, and preparing and submitting bids.

6.	<p>Role specific accountabilities</p> <ul style="list-style-type: none"> • To take the leadership role in the strategic, service development and service delivery aspects of Cambridgeshire County Council's (CCC) waste management functions and responsibilities for closed landfill sites, including amendments to account for legislative changes, with a proactive, committed customer focused approach towards continuous improvement. In collaboration with other managers and key stakeholders, support the Executive Director and Service Director, in the identification of future requirements, forward planning and bidding for funding by providing timely professional and managerial advice on all aspects of waste Commissioning and on wider service and corporate developments. • Support on the development and implementation of business planning programmes for the authority relevant to the area of professional specialism leading to increased revenue, savings, and service developments. • To engage and lead on relationship management with key partners such as the District Councils, Department for Environment, Food and Rural Affairs (Defra), Environment Agency, professional groups, Cambridgeshire and Peterborough Combined Authority (CPCA), Community Groups and others as required. Ensure an up to date policy framework to implement CCC and our RECAP partners' Joint Municipal Waste Management Strategy to meet the requirements of Local, National and European policies and targets. • Advise CCC on the latest National and European policy developments and recommend solutions to ensure compliance and promote innovation. • To act as Authority's Representative for the Waste PFI Contract with responsibility for ensuring services are delivered safely to the required standards, legislative requirements and cost. Review services, and make recommendations for service improvement, policy development, cost reduction and operational standards whilst balancing the demand for service delivery with the resources available. • Build positive relationships with suppliers; negotiating costs and control expenditure to ensure appropriate and cost effective solutions are introduced. • Ensure that commissioned services continue to amalgamate local, regional and national strategic initiatives and priorities into a coherent and effective plan. • To take an active role in Directorate and Service management teams to ensure the implementation of CCC's policies and standards across the waste service. • To lead the development and delivery of waste education, minimisation and recycling initiatives for CCC in consultation with RECAP partners.
7.	<p>Professional Values, Behaviours and Standards</p> <ul style="list-style-type: none"> • Be a visible leader, widely understood to hold professional expertise in area of specialism for the organisation and well respected as a strong advocate for quality, continuous improvement and driving good outcomes for communities and the Council. • Lead by example both in terms of promoting positive, collaborative behaviours and practice expertise. • Deliver through others by developing strong internal and external relationships and shared understanding. • Carry out duties in a timely and responsive manner, in line with CCC Standards and professional frameworks. • As a Head of Service, advocate inclusive and compassionate leadership across the directorate but particularly within the professional service. • Advocate a positive workplace culture within services, promoting positive health, wellbeing and support for the workforce of the service.
8.	<p>Equality, Diversity and Inclusion</p>

- Demonstrate an awareness and understanding of equality, diversity and inclusion.
- Visibly lead on ensuring that the organisations EDI priorities are embedded in all areas of safeguarding practice, both inward and outward facing.
- Have tangible outcomes relating to EDI set out in own and team Our Conversations
- Ensure the services the role has oversight of have a workforce representative of the population we serve, or a plan working towards this.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Qualified to Degree Level or extensive professional experience within a large and complex organisation.	In relevant professional discipline	Essential
Membership of professional body	In relevant professional discipline e.g. CIWM	Desirable
Evidence of CPD		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Policy, legislation and regulation	Extensive knowledge of current and emerging policy, legislation and regulations in its application in a local government context.	Essential
Procurement	Extensive knowledge of Procurement Regulations and their application.	Essential
Statutory processes	Extensive knowledge of statutory process in relation to service area.	Essential
Waste Management	Extensive knowledge of the management of major contracts, particularly the management of waste Private Finance Initiative contracts and the standard forms of drafting; with a high level of knowledge of supplier relationship management.	Essential
	Extensive knowledge of the practical and legal aspects of the management and maintenance of land, property, waste facilities and infrastructure.	Essential
	Sound knowledge of land use planning and the minerals and waste planning process.	Essential

Skills		
Strategic Thinking	The ability to think conceptually and systemically to develop strategic responses and solve problems, focusing on delivering outcomes.	Essential
Decision Making	The ability to act decisively and authoritatively within the context of an ability to accurately analyse risk and benefits in different courses of action.	Essential
Interpersonal Skills	Excellent interpersonal skills with an ability to relate to a wide range of audiences in a manner that inspires respect, trust and confidence with evidence of strong negotiating, networking, advocacy, oral, written and presentation skills.	Essential
Motivation & resilience	High motivation, energy and personal drive, resilient and demonstrating highly developed emotional intelligence and self-awareness.	Essential
Analytical skills	The ability to analyse and interpret financial data, service demand, performance, and trends to inform service development.	Essential
Experience		
Leadership & management	Proven experience of successful leadership and management within a relevant service context	Essential
Financial Management	Experience and ability to successfully manage budgets and financial resources management	Desirable
Working in a large organisation	A track record of achievement within the relevant specialist area in a large complex organisation, including effective decision-making and delivery of services and projects, including working collaboratively with partners	Essential
Performance management	A demonstrable track record in performance management and evidence of partnership working to secure good performance.	Essential
Project management	Experience of leading and coordinating projects through to completion.	Essential

Leading Change	Experience of leading change within an organisation, with evidence of establishing a positive culture within teams	Desirable
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid X	Field	Remote	Mobile
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