**Job Description**

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| Job Title: Waste Services Manager |
| POSCODE: CCC1121 |
| Grade: P4 (currently P2) |

**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.

Local authority waste services are commencing a period of major transformation as the government develops legislation to deliver a new Resources and Waste Strategy; at the same time as legislative changes are requiring amendments to the technical solutions procured under the existing Waste Private Finance Initiative (PFI) contract to meet the BATc (Best Available Techniques conclusions) amendments to the waste permits issued by the Environment Agency; all of which feeds into the delivery of our waste services.

The Waste Services Manager is accountable to the Head of Service Waste Management, for providing the professional leadership and technical waste expertise to deliver the effective implementation of the County Council’s Commissioning of Waste Services so that they are delivered to the highest standards, in line with relevant legislation and the Waste PFI contract.

The role is in place to lead and manage the Waste service contracts, including the Closed Landfill assets, to ensure maximum use of limited resources and value for money, whilst fulfilling the specialist role of Performance and Compliance Manager in the Waste PFI contract management team.

Work collaborately with partners and other stakeholders at a senior level to provide the direction and strategic management of the waste services as a fundamental support to the Head of Service in order to deliver the Council and Directorate’s objectives, whilst also representing the County Council at a local, national and regional scale.

Delivery of waste services to both revenue and capital budgets, with control and management responsibilities for their spend.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | **Service Management and Expertise**  To take the leadership role for the planning and management of expertise and service delivery to ensure maximum support and effect in achieving the objectives and standards required of the Waste Management Service and to deputise for the Head of Service Waste Management where required.  Support aspects of Waste Service expertise, in order to ensure that the necessary higher level knowledge, experience and expertise are brought to bear in resolving major issues and enquiries.  Support the development, with colleagues in the commissioning hub, of commissioning services for the effective maintenance and improvement of the Authority’s and Waste Assets.  Manage initiatives across the Waste service areas to support the effective delivery of objectives within required quality, time and budget targets.  Develop and maintain knowledge, particularly in support of the outsourced waste management PFI and contribute to national, regional and local developments relating to the business area to ensure effective service delivery.  Impart knowledge and expertise on Waste Services through mentoring and coaching of other staff in order to strengthen the functions skills base.  Inform and advise management team and staff on emerging legislation and issues in Waste Services.  Support future developments and areas of concern relating to Waste Services and work collaboratively with the senior management team and appropriate officers to identify recommended resolution or action. |
|  | **Specialist Project Management and Service Delivery**  Lead specialist projects, initiatives and events linked to service delivery, ensuring the effective co-ordination and integration of organisation and service activities and securing active engagement by identified participants to meet project goals and the Council’s objectives. |
|  | **Partnership Working**  Lead, promote, develop and maintain effective internal and external partnerships and collaborative working with a range of key stakeholders including other authorities, public bodies, voluntary and private sector organisations in Cambridgeshire, to ensure the appropriate level of co-ordination and integration of services that will achieve service objectives and secure optimum cost-effective joined-up working.  Ensure the regular and timely exchange of relevant information with internal and external stakeholders to ensure a mutual awareness of key issues.  (For these purposes key partners include the District and City Councils, Department for Environment and Rural Affairs, The Waste PFI Contractor, National Highways, Environment Agency, RECAP Waste Partnership, Community Groups, Service Providers and others at a local, regional and national scale) |
|  | **Resource and Performance and Risk Management**  Set out the planning and recommendation of budget proposals relating to Waste Services, contracts and projects within the Waste service for agreement with the Head of Service Waste Management.  Provide any financial information and related advice requested by the Waste Management Team.  Support, monitor, review and control the expenditure within the Waste Services budget and ensure that budgetary targets are met.  Identify financial pressures and recommend action, to manage and mitigate them or to determine when to escalate matters and advise the Head of Service Waste Management or senior management for their decision.  Recruit, train and manage staff resources, including colleagues from other services, when necessary, to deliver the different stages of commissions.  Manage and develop staff to enable members of the team to develop to their maximum potential and to provide a flexible resource to meet business needs.  Support the Head of Service Waste Management and the Assistant Director Planning Growth and Environment and other managers in the Place and Sustainability Directorate in providing leadership to create a culture of empowerment, openness and transparency.  Support the implementation of risk monitoring and management processes in accordance with corporate guidelines.  Manage and mitigate the risks associated with the delivery of the Waste PFI project.  Support the maintenance and management of a log of issues and risks for the contracted services, other projects and programmes.  Promote suitable actions and options, working with contractors, partners and stakeholders, to minimise and mitigate identified risks.  Ensure issues and risks are appropriately escalated to the Head of Service Waste Management, boards, Corporate Leadership Team and elected Members.  Promote appropriate mitigating actions towards risk management with team members. |
|  | **Representation, Communication and Liaison**  When requested by the Head of Service Waste Management, represent the Service and the County Council at high level meetings and events with internal and external stakeholders to develop and maintain ongoing and effective communications.  Contribute to the wider work and business areas of the Directorate through participation in working groups, as appropriate.  Ensure that any wider CCC issues encountered are fed back to the appropriate team. |
|  | **Customer and Service Focus**  Manage and lead the delivery of the Waste Services function as directed by the Directorate and Service Plans.  Assist in devising and implementing strategies for the delivery of the Waste Services and support which engage directly and appropriately with partners and consumers.  Communicate clearly and appropriately with different audiences to ensure mutual awareness and understanding are developed and maintained.  Ensure the service gives due regard to the needs of all customers, especially those who are vulnerable or have particular needs.  Lead the monitoring, reviewing and evaluating the operations and activities of Waste Services and formulate recommendations to the Head of Service Waste Management for service improvements. |
|  | **Carbon Reduction**  Provide essential support to the Council’s Climate Emergency and Net Zero commitments and what this means for the Waste Service and the actions that need to be taken. |
|  | **Equality, Diversity and Inclusion**  Demonstrate an awareness and understanding of equality, diversity and inclusion. |
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**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| HNC or HND | Waste Management, Environmental Science, or a relevant discipline, or extensive relevant experience in Waste Disposal Authority service management | E |
| Membership (or working towards membership) of a relevant professional organisation. | Chartered Institute of Waste Management or relevant professional organisation. | E |
| Evidence of continued personal/professional development | Waste Management | E |
| Educated to degree level | In a relevant discipline or postgraduate management qualification. | D |
|  | Project Management | D |
|  | Procurement/commissioning | D |

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

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| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Waste Contracts and Contract Management | Thorough knowledge and understanding of waste PFI contracts, any relevant legislation and industry practice in relation to Waste Disposal Authority service delivery and sustainable development. | E |
| Service and Contract Development and Delivery | Demonstrable knowledge and understanding of developing, procuring and delivering successful services, strategies and contracts for a Waste Disposal Authority. Comprehensive understanding of the long-term national strategy within the sector. | E |
| Waste Legislation | In depth knowledge and understanding of legislation, practices, programmes and funding arrangements for a Waste Disposal Authority | E |
| Health and Safety | Good knowledge of Health and Safety law, Waste regulations and Construction Design Management (CDM) | E |
| Programme Management | Thorough knowledge and understanding of programme and project management techniques and delivery. | E |
| Staff Management | Knowledge of managing, coaching and mentoring a team of staff members | E |
| Procurement | Knowledge of public sector procurement and commissioning | D |
| Local Government Finance | Knowledge of local government financial practices | D |
| **Skills** |  |  |
| Partnership Working | Working with Partners at strategic and operational levels to achieve ‘win-win’ benefits for all partnering organisations. | E |
| Problem Solving and Decision Making | Ability to identify solutions to a variety of situations/issues using sound judgement and decision making processes. | E |
| Commissioning/procurement | Commissioning of waste treatment services, specialist consultants, technical advisors, design development for waste services and contracts. | E |
| Budget Management | Ability to manage and report budgets take appropriate interventions and follow financial procedures | E |
| Service and Contract Delivery | Substantial track record of successful delivery of services and project outcomes within quality, time and cost targets and in line with agreed service/project plans | E |
| Leadership | Ability to lead a team and to delegate responsibility while maintaining overall direction to effectively manage change | E |
| Planning | Ability to plan, prioritise and organise and to ensure that deadlines and agreed targets are met | E |
| Negotiation | Ability to negotiate with stakeholders in complex and challenging situations | E |
| Communication | Excellent interpersonal skills and a robust attitude to driving progress | E |
| IT | Demonstrable and comprehensive ability to use IT systems | E |
| Working with elected Members | Able to work effectively with elected Members and chief officers, including engagement through the creation of Project Boards and Member Steering Groups as necessary. Working with committee chairs and vice chairs to develop, deliver and agree committee recommendations. | D |
| Local Government | Knowledge and understanding of consultation/ approval/ planning processes for waste projects | D |
| **Experience** | Give an idea of the type and level of experience required **do not** specify years of experience. |  |
| Waste Service Management | Demonstrable experience of developing and delivering successful Waste Services and contracts | E |
| Budget Management | Experience of budgetary controls and appropriate interventions and procedures | E |
| Management | Substantial track record of successful delivery of services and project outcomes within quality, time and cost targets and in line with an agreed plan. Demonstrable experience of managing staff to achieve agreed outcomes within available time and budget targets | E |
| Communication | Experience of representing the business area and service to elected members, senior officers and key stakeholders. Experience of successfully dealing with and responding to high level, sensitive and/or complex enquiries and complaints. Negotiating with partners and stakeholders. | E |
| Local Government | Experience of public sector procurement, commissioning and financial practices | D |
| **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**

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

**Work type**

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| 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 | Field | Remote | Mobile |