

Service Manager (Domestic Waste and Street Cleansing)

Reference No.	XX2379	Type	Individual
Service	Asset, Transportation and Environment		
Job Family	Service Manager 1	Grade	FC11

Purpose

To deliver high quality cost effective household waste collection and street cleansing services.

To act as the link and key contact between Fife Council and the Council's arms length external organisation CIRECO..

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Operational Role

Reporting to the Senior Manager, working autonomously in consultation with other Services where appropriate. Referring only major issues or situations upwards for decision.

Educated to SCQF level 9, which includes a Degree or equivalent ✓
 Membership of an appropriate professional body ✓
 Ability to provide an efficient and effective service ✓

People Management

Provide professional leadership and support to around 400 employees and generally promote a culture of positive employee relations through personal behaviour and example.
 Set and maintain standards of conduct and performance.
 Develop line managers' people-management skills and support them in team building and conflict resolution.
 Manage leave, expenses and other working arrangements such as overtime; delegating authority to other team members as appropriate, while maintaining accountability.

Significant experience in front-line Service delivery in an operational role ✓
 Communication skills ✓
 Team building skills ✓
 Leadership skills ✓

Role Profile

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<p>Lead the employee development process and advance individual and team skills and competencies through alignment with industry standards and frameworks.</p> <p>Promote a positive, dynamic, and progressive health, safety and welfare culture throughout the team.</p> <p>Ensure that health and safety standards are process-governed and monitoring is accurately documented.</p> <p>Ensure attendance management targets are monitored and performance is maintained or improved.</p> <p>Ensure the wellbeing of employees at work is monitored and appropriate supports are offered to maintain attendance.</p> <p>Undertake appropriate HR procedural roles.</p>			
<p>Performance Management</p> <p>Set, agree and manage forward work plans in line with customer, Service and corporate priorities.</p> <p>Manage the workload of the team, including the management of workload changes and growth.</p> <p>Investigate and resolve complaints where required.</p> <p>Develop, implement and maintain performance indicators.</p> <p>Developing appropriate data capture processes to aid reporting of corporate performance information,</p> <p>Working with other Services as appropriate, review practices and procedures to promote improvements to service delivery, customer satisfaction and more effective use of resources.</p>	<p>Considerable experience in Local Government in a similar role</p> <p>Ability to appreciate and manage political objectives, local aspirations and financial constraints</p> <p>Partnership working skills</p>		<p>✓</p> <p>✓</p> <p>✓</p>
<p>Operational management</p> <p>Manage the delivery of waste collection and street cleansing services to meet customer needs; the services to be efficient, effective,</p>	<p>Effective organisation skills</p>	<p>✓</p> <p>✓</p>	

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<p>environmentally sustainable and consistent with the Council's corporate and Service objectives & policies.</p> <p>Respond to urgent changes in team priorities by moving resources within the team to deal with unplanned peaks and troughs in the team's overall priorities.</p> <p>Sponsor major projects, ensuring the implementation of Council policies, national standards and statutory procedures.</p> <p>Represent the Service at Council Committees, Sub-Committees, consultation fora, cross-service working groups and project teams as required.</p> <p>Produce and present a variety of reports, guidance and other documentation as required.</p> <p>Tackle the objectives set by all relevant waste and street cleansing directives, legislation and Codes of Practice.</p> <p>Ensure that all waste and street cleansing fleet assets are operated within current legislative requirements and that their environmental impact is minimised through their optimum utilisation and the incorporation of new technologies.</p> <p>Manage and supervise the activities of consultants, contractors and others employed by the Service.</p>	<p>Experience of leading and implementing change management initiatives</p> <p>Project management skills</p> <p>Extensive knowledge of contemporary waste management and street cleansing issues.</p> <p>Understanding of the means by which national strategy and policy is delivered at local level</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Financial Management</p> <p>As budget holder, manage an operational revenue budget of circa. £13M ensuring that resources are available to be deployed to meet seasonal demands and contingencies.</p>	<p>Effective budgetary skills.</p>	<p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Link Officer Role			
Acting as the key contact between Fife Council and the Council's ALEO, ensures that the governance responsibilities under the Council's ALEO Governance Framework are adhered to.			
<p>Taking a lead role supporting the ALEO governance process by:</p> <p>Contributing to the annual review of the ALEO Governance Framework and Maturity Model</p> <p>Actively promoting the on-going development of partnership working with the ALEO</p> <p>Keeping Council senior managers apprised of ALEO performance and informing senior managers of any non-compliance relating to the ALEO/Council governance responsibilities.</p>			
Acting as first point of contact on any issues relating to the ALEO, including issues relating to non-compliance of governance arrangements.	Customer service skills	✓	
Ensuring compliance of Service Level Agreements (SLA) between the Council and ALEO, including interpreting service standards against the SLA and monitoring performance. Ensuring service standards are adhered to and report/recommend corrective action when issues arise to Fife Council Senior Managers on a regular basis.	<p>Evidence of analysing and managing complex situations/problems</p> <p>Experience of performance management</p>	<p>✓</p> <p>✓</p>	
Preparing Committee reports in line with Fife Council Regulations and agreed policy. Attending Committee meetings as appropriate e.g. Scrutiny Committee.	Good presentation skills	✓	

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Attending quarterly meetings with the ALEO Board to review performance. Ensuring reports and minutes are disseminated to appropriate stakeholders, within and out-with Fife Council.	Evidence of leading and managing complex projects which has delivered required outcomes, including efficiencies or savings	✓	
Developing and maintaining positive working relationships with ALEO senior officers/Board members, working together to resolve any issues that may arise e.g. overcome dispute.	Experience of dealing with the business impact of change	✓	
Ensuring adequate policies, management and operational practices are in place to minimise risk to the Council e.g. compliance with legal or statutory requirements, including following good financial practice.	Experience of a project management toolset	✓	
Developing systems and processes to monitor and review both ALEO performance and Fife Council performance information managed by ALEO (e.g. Carbon Footprint, CRC, Recycling figures). Collating and producing regular performance reports as per Fife Council requirements.	IT Skills Report writing skills	✓ ✓	
Commissioning significant projects and programmes, taking responsibility for defining and governance arrangements and ensuring projects follow Fife Council project management standards and procedures.	Evidence of leading and managing complex projects which has delivered required outcomes, including efficiencies or savings	✓	
Providing advice, guidance and support to achieve optimum outcomes within agreed targets and authorised budgets and deadlines, ensuring the timeous availability of financial information and application of appropriate audit, control measures.	Organisation skills	✓	

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Assessing resourcing requirements to meet the project(s) delivery plan, complying with HR policies.			
Managing communications with, and expectations of all project stakeholders. Preparing reports and delivering presentations to project control boards, project assurance teams and quality review meeting participants as required.	Ability to communicate effectively at all levels, both verbally and in writing	✓	
Building and ensuring strong relationships and partnership working between Fife Council, ALEO and other stakeholders to ensure work is integrated with and supports other relevant work in the council e.g. links with strategic aims.	Ability to build and manage good working relationships at all levels (Work together)	✓	
Ensuring there is a business perspective on how new technical capabilities will be delivered to the business, including planning around key business cycles. Liaising with appropriate stakeholders to develop and implement opportunities to work more effectively i.e. to ensure transformational change is delivered.	Strong influencing and negotiation skills	✓	
Liaising with and responding to strategic advice from ALEO in relation climate change and zero waste policy and legislative developments.			
Providing liaison between ALEO and strategic partnerships and national networks (e.g. Community Planning Partnership, Portfolio Boards etc.)			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.