

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contract Manager (Waste and Street Cleansing)	Grade: MG1
Section: Contracts and Leisure (Waste and Street Cleansing)	Directorate: Environment and Community Services
Responsible to following manager: Head of Waste and Street Cleansing	Responsible for following staff: Contract Supervisors, Contract Liaison Officer, Contract Customer Officer, Administrative Support Officer
Post Number: RWE1241	Last review date: April 2017

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Responsible for the management and quality monitoring of the Waste and Street Cleansing contracts for both Richmond and Wandsworth and a range of associated activities, Street Trading licensing for Wandsworth and the Community Toilet scheme for Richmond. To monitor and provide accurate and timely performance information to ensure contractors perform in accordance with the contract and to enable effective contract delivery and service improvements. To ensure that activities associated with Street Trading and the Community Toilet scheme are provided as required.

To assist the Head of Waste and Street Cleansing through the day to day management and delivery of the services, to respond to matters in accordance with Council policy and procedures and to work with colleagues to promote the effective coordination of waste and street cleansing related activities.

Specific Duties and Responsibilities

1. Be responsible for the day to day management of the Waste and Street Cleansing contracts, including ensuring that appropriate monitoring systems are in place, with the use of on-site supervision, that financial, usage and performance management information is provided by the contractor within the agreed timescales and that performance reviews are undertaken
2. To ensure contractors adhere fully to the requirements of Health and Safety legislation and regulations required within the contracts.
3. Take responsibility for the implementation and effective management of financial and contract policies, procedures and practices throughout the services, ensuring that Council guidelines and financial regulations are adhered to and ensure compliance with the Council's statutory obligations.
4. To lead the performance monitoring and development of the Waste and Street Cleansing services and to be responsible for, and undertake client side functions, procurement of new services and maintaining close liaison with the Council's nominated contractors.
5. As appropriate, ensuring that the Rectification, Default and other contractual notices are issued and all required records are provided and maintained and the issuing of instructions to contractor's staff for works as required under contract, including unspecified and/or emergency works.
6. Be responsible for the effective management to reduce levels of unregulated waste and litter in each borough through the utilisation of waste management legislation.
7. Assist the Inspection and Enforcement team such that prosecutions can be initiated and fixed penalty notices are issued and when required.
8. To promote and develop the Council's approach to waste, recycling and street scene maintenance activities including formulating, planning and contributing to the implementation of corporate strategies, ensuring both financial and operational improvements in service delivery are achieved.
9. Continued development and influencing of policy within the Waste and Street Cleansing services including the provision of technical information and advice,

the formulation, recommendation and implementation of new policies for all aspects of the service while supporting the Head of Waste and Street Cleansing in relation to developing the strategic direction of the services.

10. Manage street trading activities including the established street markets, scattered sites and other on-street trading.
11. Manage the Community Toilet Scheme in Richmond in conjunction with the Contract Liaison Officer in accordance with the Council's requirements to include administration, monitoring, review and financial duties as deemed necessary by the scheme.
12. Manage the Contract Customer Officer in the team to undertake duties associated with providing front line customer contact services for the waste and street cleansing contracts and associated services.
13. Manage the Administrative Support Officer providing administrative support to the Contract and Leisure service area providing a range of duties including but not limited to ordering stationary, arranging meetings, taking minutes, providing a first point of contact service, dealing with HR and financial matters all as directed and a range of other appropriate duties.
14. To engage, develop and maintain meaningful links with a wide cross-section of Council services, external agencies, governing bodies involved in the management of waste and street cleansing operations and to work locally with Councillors, members of the public and other bodies to develop positive initiatives in relation to those services.
15. To produce and present reports to Cabinet Member and contribute to Cabinet reports as appropriate.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe,

supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

This Post is responsible for the management of up to 6 staff as follows:

- 3 No. Contract Supervisors
- 1 No Contract Liaison Officer
- 1 Contract Customer Officer
- 1 Administrative Support Officer

This post will be responsible for the day to day management of budgets related to waste and street cleansing services and will report to the Head of Waste and Street Cleansing on any budget issues.

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
Excellent knowledge of waste management/street cleansing legislation, regulations, standards, procedures and techniques relevant to local government and of current issues facing local government.		A&I
Knowledge and application of public service contract management and procurement.		

Experience	
Experience of developing an efficient, cost effective customer focused service.	A &I
Experience of providing waste management and street cleansing services.	A&I
Proven experience of procuring and managing large public or private sector contracts.	A&I
Experience of working in a political environment with direct contact with local Councillors.	A &I
Experience of negotiating and managing a contractor to achieve savings, introduce service improvements / revisions.	A&I
Experience of leading and developing and motivating staff to improve service delivery.	A &I
Skills	
Ability to successfully deliver complex programmes.	A &I
Excellent oral and written skills with ability to produce and constructively present accurate and complex reports.	A&I
Ability to manage budgets within an established set of guidelines.	A &I
Ability to deal with a wide range of groups from residents to central government offices.	A &I
Ability to challenge existing practice and create and support innovation.	A&I
Qualifications	
Relevant management/waste management qualification or equivalent.	A

A – Application form / CV

I – Interview

T – Test

C - Certificate

DRAFT