

**Job Description**

<b>Job title:</b> Head of Environment Services and Neighbourhood Operations	<b>Service Area:</b> Public Realm	
<b>Division:</b> Public Health & Public Realm	<b>Post Number</b> From Oracle	<b>Evaluation Number</b>
<b>Grade:</b> XXX	<b>Date issued:</b> January 2021 (consultation draft)	

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**Croydon Council's priorities**

We will live within our means, balance the books and provide value for money for our residents.

We will focus on tackling ingrained inequality and poverty in the borough. We will follow the evidence to tackle the underlying causes of inequality and hardship, like structural racism, environmental injustice and economic injustice.

We will focus on providing the best quality core service we can afford. First and foremost, providing social care services that keep our most vulnerable residents safe and healthy and keep our streets clean and safe.

To ensure we get full benefit from every pound we spend, other services will only be provided where they can be shown to have a direct benefit in keeping people safe and reducing demand

**Croydon Council's new ways of working**

We will practise sound financial management, being honest about what we've spent and what we can afford.

We will focus on what we, uniquely, can do as the local authority as the democratically elected leaders of our borough. This means we will focus on our core services, and a small number of evidence-based outcomes that deliver our priorities. But we will also continue to use our democratic mandate to convene our partners around a common purpose and to make a clear case for a better deal for Croydon.

We will aim to become a much more transparent, open and honest council.

We will involve residents in our decision making. But we will also need to be clear with residents about what we can do, and what we can't. When we have to say no, we will do so with compassion and take the time to explain our decisions

**Job Purpose:**

As a member of the extended management team, the **Head of Environmental and Neighbourhood Operations** will work collaboratively across their department and with other Heads of Service and directors to ensure the effective and efficient development and delivery of council services that support departmental and council objectives.

As required, the postholder will participate in corporate management activities that cross over service or departmental boundaries.

**Reports to:** Director of Public Realm and Public Health

**Responsibility for:**

The strategic and operational management and control of Environmental and Neighbourhood Operations ensuring that the service meets national and local priorities in a customer-focused and efficient way. Lead advisor to the Council on waste and recycling, parks and open spaces, conservation and biodiversity. This will include Recycling and Waste Management for the South London Waste Partnership, Street Cleansing, Environmental Emergency Response Team, Arboriculture and Grounds Maintenance of our parks and open spaces.

The role will also hold responsibility for the co-ordination and operational management of the area-based street patrol teams. Ensuring the Neighbourhood Operations service is fully compliant with statutory regulations and requirements for managing street services and enforcement. Ensuring the Neighbourhood Operations service is fully compliant with statutory regulations and requirements for managing street services and enforcement. And to be the service expert and lead in respect of, Risk Management, Health and Safety, Development and Drafting of Risk Assessments and provision of Personal Protection Equipment, Departmental ICT lead and link manager for Capita service relationship.

***Corporate Accountabilities (all Heads of Service)***

To take a "one Council" approach to deliver more effective outcomes and at all times avoid a siloed, single division or service area approach.

To actively seek out and learn from external good practice and bring those new ideas and ways of working into service development and delivery.

To contribute and lead as required as a project owner on the delivery and implementation of specific corporate projects as required.

To actively role model the council's priorities and ways of working and the council's leadership framework and values.

To lead, manage and develop staff teams and ensure compliance with the Council's performance management system and all HR policies and procedures

Be accountable for associated budget and have affordable plans in place to deliver the annual budget and Medium-Term Financial Plan.

Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.

To operate within the governance, financial and legal frameworks of the Council at all times.

Ensure equalities is embedded into all aspects of professional and managerial roles, including service delivery and at all times carry out your duties with regard to the Council policy.

Ensure by robust management that the services and staff you are responsible for adhere to the Council's Health and Safety Policy and operate within the safety management frameworks.

To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act, recognising that the council wishes to operate in the most open and transparent way.

Participate in cross organisational risk management and emergency planning activities as required

### **Service Accountabilities:**

#### **Environmental:**

- To manage, procure and administer contracts to deliver these services.
- To represent the council within partnerships to ensure value for money in the area of recycling and waste, parks and open spaces, arboriculture services.

- To develop, implement and review the Council's Waste Strategy to meet all statutory targets.
- To develop, implement and review the Trees Management Plan, and High Hedges adjudication services in accordance with statutory requirements.
- To manage and maintain the borough's parks and open spaces.
- To support the Blue and Green Infrastructure strategies within the Local Development Framework and core strategy.
- To act as lay parks and open spaces client for the Parks to be Proud Of regeneration programme to ensure improvements in designated parks, and any other new facilities in parks and open spaces.
- To develop and implement strategies which effectively integrate the many and diverse services in Environmental and make the most effective use of the resources available. In particular, to ensure adherence to the Council's corporate policies, standards and statements of service provision.
- To consult and co-ordinate with other service departments, contractors and outside agencies to ensure the effective integration of Environmental services.
- To ensure that the strategic and operational management of Environmental functions complements and implements the Council's corporate vision, values and priorities.
- To be responsible for identifying the need for and preparing or directing the preparation of detailed and complex policy reviews and present reports to Cabinet, Committees, Scrutiny Sub Committees, Policy Review meetings, Departmental Management Team and multi-agency working parties recommending appropriate policy changes.
- To be responsible for budgetary control for Environmental and Neighbourhood services and act on potential underspend or overspend situations.
- Preparation of capital and revenue budgets relating to the work of the service areas under the post holder's control.
- Responsibility for identifying areas of work suitable for income generation and maximising income wherever possible, including the preparation of bids for Government and European funding where appropriate.
- Responsibility for virement of both income and spend between various sections controlled.
- Prepare briefs and terms for the commissioning of investigations, studies and surveys to assess the feasibility and implementation of changes in service provision.
- Preparation of comprehensive contract documentation for the provision of services, evaluation of tender submissions and preparation of summary reports for consideration of contract award.

- Develop and monitor contractor performance against indicators and remedial action, as required.
- Negotiate and agree with contractors' variations, rates for additional work to contracts.

### **Neighbourhood Operations:**

- Effectively manage anti-social behaviour & crime /enviro-crime management.
- Ensure community Engagement and Partnerships.
- Ensuring the street based teams deliver a co-ordinated visible service that tackles anti-social behaviour and enviro-crime effectively.
- To increase public confidence.
- To reduce fear of crime.
- To protect the quality of the local environment.
- To ensure the council is fully compliant with statutory regulations and requirements for operational management of Area Enforcement Officers (AEO) and stray dog service and external drop off service (third party provider)
- To work closely with the Police and other agencies to provide a seamless public service.

The list of duties in the role profile should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above role profile but please note that the Council reserves the right to update your role profile, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

### **Key Stakeholder Relationships:**

#### Internal:

Councillors, Corporate Leadership Team, and Council Directors, Heads of service across the Public Realm & Public Health Department and beyond, MPs

#### External:

Government Departments, National Consultation Groups, Strategic Partners, Other Local Authorities, Trade Unions, MPs, Partner Organisations such as South London Waste Partnership, Heritage Lottery Fund, GLA, Environment Agency, DEFRA, Natural England, English Heritage, Sport England, CABI

Space, Forestry Commission, RSPB, Groundwork, Wildlife Trust, Surrey Downs, Keep Britain Tidy, LARAC, Chartered Institute of Wastes Management. National associations and organisations relating to parks and open spaces, allotments, nature conservancy and volunteer management Professional Bodies, Metropolitan Police and Fire Brigade, British Transport Police, Transport for London, Croydon College and schools, Veolia, Utilities providers and contractors, Land Registry, Companies House, Environment Agency, animal welfare agencies.

**Political Restrictions:**

*This post is politically restricted and under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside the work.*

**Statutory Responsibilities:**

This role has assigned statutory responsibilities.

**Other Considerations:**

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

The postholder is required to observe and fulfill the seven principles of public life (also known as the Nolan Principles).

**1.1 Selflessness**

Holders of public office should act solely in terms of the public interest.

**1.2 Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

**1.3 Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

**1.4 Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### **1.5 Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

### **1.6 Honesty**

Holders of public office should be truthful.

### **1.7 Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behavior wherever it occurs.

## **Person Specification**

### **Specific Minimum Qualifications and Expertise**

#### **Qualifications:**

- A professional or management qualification or educated to degree level or demonstrable equivalent experience.
- Evidence of continuing professional development, leadership and personal
- Member of the Chartered Institute of Wastes Management

#### **Experience:**

- Proven ability to lead a strategic team at a similar level through customer services and leadership capability.
- A successful track record and background of consistent achievement at senior management level in a local authority or large complex organisation.
- Experience of establishing and implementing business planning processes and performance management systems to ensure appropriate and cost effective service delivery.
- Demonstrable excellence in team management and service delivery in relation to the provision of customer orientated services that achieve successful outcomes.

- Experience of working in partnership with a wide range of internal and external stakeholders / bodies including statutory bodies and organisations.
- Experience of management of a large frontline service.
- Successful ASB and/or environmental monitoring and enforcement.
- Current CRB check to enhanced level.
- Ability to work evenings and weekends when required.

### **Knowledge and Skills:**

- High level of communication skills to persuade and engage audiences and form positive relationships at all levels (internally and externally).
- Ability to work in a collaborative way to transform service delivery including the ability to manage internal departmental relationships
- Evidence of being a strong corporate player who will lead, motivate and inspire their teams and build a high performing culture.
- Ability to work effectively across a range of service disciplines and with a range of people.
- Expertise in data analytics and targeting work in relation to identified needs.
- Commitment to the Council's core value and objectives.
- Extensive working knowledge and understanding of relevant legislation relevant to the role – such as:
  - Clean Neighbourhoods and Environment Act 2005
  - Countryside and Rights of Way Act 2000
  - Crime and Disorder Act 1998
  - Anti-social Behaviour Act 2003
  - ASB, Policing and Crime Act 2014
  - Serious and Organised Crime Act 2005
  - Police and Criminal Evidence Act
  - Human Rights Act
  - Regulation of Investigatory Powers Act
  - Environmental Protection Act 1990
  - Dog Fouling Act 1996
  - Dog Control Orders
  - Highways Act 1980

*(this is not an exhaustive list)*

Operational knowledge of the processes involved for successful application of:

- Issuing Fixed Penalty Notices
- Public Spaces Protection Orders
- Community Protection Notices



- Dispersal Zones
- Deployable CCTV cameras & vehicle
- Community Safety Accreditation Scheme.
- Eviction of unauthorised encampments
- A comprehensive understanding of anti-social behaviour investigations including covert surveillance.
- Understanding of the elements in maintaining environmental quality and the link with fear of crime and knowledge of specialist processes such as enforcement and the serving of notices related to enviro crime.
- Understanding of commercial and public sector legislative frameworks.
- Understanding of how diversity and equality issues relate to environmental services.
- Understanding of procurement rules and relevant legislation with particular reference to the environmental services.
- Understanding of open space and countryside management and development, and biodiversity.
- Excellent financial management demonstrating the ability to ensure that contracts with a value in excess of £23 million are well managed.

## Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:

**One Team:** To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

**Proud to Serve:** We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives



through engagement and you strive to get the best possible value for money for customers.

**Honest and Open:** We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

**Taking Responsibility:** We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

**Valuing Diversity:** We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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