

LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Assistant Director, Public Space

Grade: MG5

DIVISION/SECTION: Environment and Regeneration Department

Location: Civic Centre Morden and Garth Road Depot, Amenity Way

Responsible to: Director of Environment and Regeneration

Responsible for: Leading a Division comprising up to 40 staff, including 8 direct reports responsible for contractual and commissioning functions, public spaces, leisure, waste strategy, passenger transport and fleet management.

Post number:

Date: Nov 2018

MAIN PURPOSE

This Division provides a broad range of essential 'quality of life' services. The postholder works closely with other Assistant Directors in the department, as well as Senior Managers and Councillors from within and outside the Council particularly the South London Waste Partnership. The Assistant Director leading this Division is key to driving ambition, innovation and efficiency of this Division as well as cross Department and cross council activities.

The Public Space Division brings together services responsible for waste minimisation and maintaining the cleanliness of the borough as well as the quality of our many parks and green spaces. In addition this division provides and oversees leisure centres and a passenger transport service. The Division's success and the success of the postholder will be down to team and partnership working as well as strong and effective leadership that inspires staff and others to deliver to the best of their abilities.

This Division and Assistant Director Leads on the maintenance of great public spaces ensuring they are clean safe attractive places that the borough can be proud of whilst contributing to carbon reduction and climate change mitigation.

- To be the professional lead for a range of services which maintain great public spaces, commissioning and managing key contracts in open spaces, cleanliness ,waste and leisure, ensuring that the Council's position is optimised.
- To be accountable to the Director of Environment and Regeneration for the performance management and quality assurance of the functional areas, , relating to waste, street cleansing, parks and open spaces maintenance, cemeteries maintenance and administration passenger transport and fleet management , sports and arts as well as leisure and culture.
- To be accountable to the Director for ensuring that all of the services listed above are customer focused and achieve excellent value for money and that staff are developed in a way which is responsive to the needs of service users and the local community.
- To work closely with the relevant cabinet member(s) and lead opposition and Scrutiny members in developing and reporting on the performance of services within the division.
- To make a proactive contribution to the overall management, development and reputation of the Environment and Regeneration department and the Council, taking the lead on specific cross service and corporate initiatives, including deputising for the Director as required.
- To harness the opportunities of ICT to improve services and to implement best practice in customer care and web enabled service delivery to residents and businesses.

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MAIN DUTIES AND RESPONSIBILITIES

- To drive, organise and coordinate the Council's public space functions, providing leadership, strategic direction and management to the services;
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- To be the expert advisor on waste services, public open spaces, leisure and fleet transport services, ensuring high professional standards within the division and the provision of good quality timely advice to the corporate management team and elected members.
- To lead on a range of environmental services which will maintain and improve resident satisfaction in a high quality environment [both "green" and "grey" space- park/pavement/cemetery/highway]. and great opportunities to enjoy sport, art and leisure

- Through the TOM (Target Operating Model) process, or any such subsequent transformation vehicles, to plan, progress and implement changes in structures, systems, practices and procedures to achieve the optimum service delivery model for each of the services within the Public Protection division as a whole;
- Establish and maintain strong and effective contract commissioning and management systems ensuring that contracts are well cliented and the outputs and outcomes from contracts are optimised
- Develop and deliver arrangements for resident engagement across all functional areas promoting volunteering and enhancing health and well-being / Social capital through the provision of services.
- To review strategies for the delivery and improvement of the division's services ensuring Council priorities and operational requirements are being met and develop measures to continually improve services and achieve efficiencies.
- To provide an entrepreneurial and commercial approach to the delivery of all services and seek to maximise the financial opportunities arising from our green spaces and other assets and infrastructure developing new and innovative initiatives that meet resident's aspirations and are financially sustainable.

MANAGERIAL

- To develop, implement and maintain performance management and quality assurance procedures for all Public Space services including ensuring the monitoring and delivery of departmental targets;
- Agree clear targets with managers, carry out regular reviews and tackle under- performance effectively where necessary;
- To lead and manage Public Space staff ensuring that recruitment, training, development, appraisal and other management activities are carried out in accordance with council policies and to ensure that appropriate professional development is undertaken by all staff as necessary;
- Ensure high levels of staff motivation across the Division; supervise, appraise and develop the work of Section Heads and ensure the effective supervision, appraisal and development of all the Division's staff, including the provision of relevant training.
- Ensure that all service delivery is customer focused and delivered within a framework that supports valuing diversity, inclusion and access;

- To ensure that the Division complies with all necessary legal requirements in delivering public space services and that such services are regulated in a fair, proper and equitable manner;
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- Lead on strategic relationships with the South London Waste Partnership and develop effective working arrangements with other London Boroughs, exploring scope for shared services and other joint initiatives.
- To review the service regularly to continue to improve and meet the changing needs of the Council;
- Ensure the co-ordination of services to develop and deliver holistic approaches to the management of public space across the borough effectively harnessing the range of professional skills;
- Ensure that Corporate and Departmental Health and Safety policies and procedures are understood and implemented within the Division and that staff are trained in implementing the procedures as necessary;
- To ensure that appropriate arrangements are in place to fulfil the authority's responsibilities concerning health and safety, emergency planning and response to incidents (planned and unplanned) including acting as the borough's Local Authority's Liaison Officer.
- To carry out all duties and responsibilities in accordance with the Council's Diversity and Equal Opportunities policies and practices and take a proactive role in their development and implementation.
- Ensure adherence to the Council's policies, standing orders, financial regulations, scheme of delegation and other Departmental and Corporate procedures and instructions.

PROFESSIONAL

- To provide expert advice to Members, officers and others and to ensure that any advice of the same provided by officers is sound, responsive, based on up to date knowledge and meets organisational needs;
- Develop excellent working relationships with other partner agencies, including the police, London fire Brigade, South London Waste Partnership , , other local authorities, the Greater London Authority, and Government Departments, and to ensure that the experience of those bodies is used to the benefit of the Council and in the development of partnerships;

- Ensure the quality, conciseness and timeliness of all reports prepared within the Division to Council , Cabinet, Cabinet members, Scrutiny Panels and other forums and lead on behalf of the Department at such meetings as required;
- To keep abreast of best practice in other organisations and ensure that this is incorporated into service development and to develop and deliver innovative approaches where appropriate;
- To keep abreast of legislative changes and national/regional initiatives which will impact on public space, waste, leisure, sport, art and fleet/transport services and take any action as deemed appropriate.

FINANCIAL

- To be responsible for expenditure budgets of c £25m per annum and income of over £5 m. To manage these budgets ensuring the appropriate monitoring and financial control procedures are in place;
- Ensure the effective financial management of the Division, including monitoring and control of capital and revenue expenditure; prepare budget proposals and strategies which make full use of external funding opportunities and income generation;
- Ensure effective financial planning across the division and to identify opportunities within the Division to achieve ongoing improvements to the productivity of the service and to maximise the reduction in the costs of all service provision;
- To deliver cost effective, high quality, responsive services within the resources made available to the Council and to develop partnership arrangements to deliver integrated service provision with a range of partner agencies;
- To maximise the Council's funding in relation to Public space services through a range of funding opportunities.
- To develop and deliver business development / commercial plans to maximise the potential growth opportunities of the Division.

LONDON BOROUGH OF MERTON

ENVIRONMENT AND REGENERATION DEPARTMENT

PERSON SPECIFICATION

ASSISTANT DIRECTOR : PUBLIC SPACE

PROFESSIONAL AND POST SPECIFIC EXPERIENCE

- Educated to degree level or equivalent ,with evidence of continuing professional and personal development;
- Full membership of a relevant professional body;
- Experience of providing direct advice to elected members or members of a board on decision making issues both verbally and in writing;
- Evidence of contributing successfully to corporate decision making and development of corporate policy and strategy.
- Experience of contract commissioning and client contract management

MANAGERIAL REQUIREMENTS

- Management experience at a senior level within a large complex organisation;
- Proven success in the management of change and service improvement;
- Experience of budget management;
- Ability to lead and motivate staff;
- Experience of staff, contract and performance management;
- Evidence of working successfully in partnership with external organisations and stakeholders.
- Evidence of developing ICT to improve services and reduce costs

KNOWLEDGE, SKILLS AND ABILITIES

PROFESSIONAL AND POST SPECIFIC REQUIREMENTS

- Comprehensive knowledge and understanding of the range of Public Space services;
- Ability to advise on the range of Public Space services;
- Understanding of the key issues and financial constraints on these services;
- Knowledge and understanding of commercialisation / business development
Knowledge of contract commissioning and client contract monitoring techniques and processes.

MANAGERIAL AND PERSONAL REQUIREMENTS

- An inspiring leader, who demonstrates their commitment to the Council's vision, mission and overall direction;
- Ability to develop, articulate and implement a service plan, including a workforce plan, to meet the needs of the business;
- Understanding of the principles of business systems and processes and how these can be applied to increase efficiency;
- Sound commercial acumen and the ability to identify, assess, mitigate and manage business risk;
- Excellent interpersonal skills and the ability to work effectively with elected members and colleagues, balancing control requirements with empowering managers and staff;
- Ability to influence, persuade and negotiate for the successful delivery of outcomes;
- Excellent communication and advocacy skills, both orally and in writing;
- Good numeracy and well developed analytical skills;
- Ability to develop, articulate and implement a clear vision for the future of services within Public Space division;
- Exemplify an open and responsive style of management and ensure excellent means of communication across the Division and with other Divisions and Departments;
- Clear understanding of the ways in which the Council's policy of equality in employment and service provision can be reflected in all aspects of work of the division;
- Ability to attend evening and weekend meetings as appropriate.

PERSONAL STYLE AND BEHAVIOUR

- Please refer to LB Merton's Model of Leadership Behaviours.