



**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Head of Waste & Street Environment**  
**Grade: MG1**

**DIVISION/SECTION: Public Space**

**Location: Civic Centre, Morden**

**Responsible to: Assistant Director Public Space**

**Responsible for: Waste & Street Environment Team**

**Direct Reports:**

- **Senior Street Environment and Enforcement Manager**
- **Street Environment Manager (East)**
- **Street Environment Manager (West)**

**Post number:**

**Date: June 2023**

## **MAIN PURPOSE**

To ensure the effective and efficient management of Public Space services delivered both internally and through service provider relationships with a focus on commissioned waste services, street environment services, and environmental enforcement service activities.

To be the Council's strategic lead officer for Waste and Street Environment, including procurement, commissioning, management of contracts, partnership arrangements (both internal and external), the development of service improvement strategies, plans and performance frameworks, which shall include localised procedures, regional (i.e. GLA) and national requirements.

To take a lead role in the ongoing partnership with the South London Waste Partnership, providing timely advice to the Assistant Director, Public Space Contracting and Commissioning, Department Executive Director and relevant Cabinet Member(s).

To be responsible for and ensure the management of Public Space environment services teams and contracted services with regard to performance management; lead officer of asset data systems; and ensure statutory, best practice and corporately required monitoring systems of these service areas are implemented and maintained.

To be responsible for ensuring that all services are cost effective, adopting a commercial approach to all services and delivering to the highest possible standards. To ensure that due diligence is applied and

As a cost centre manager, lead the effective management of the budgets (Revenue and Capital) for the named and authorised Public Space environment services. Ensuring contractor(s) are delivering value for money, developing and implementing savings plans in accordance with corporate targets and maximising all commercial and external funding opportunities.

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## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. Service Responsibilities**

- 1.1. To ensure that all aspects of commissioning activity delivers cost effective, good quality outcomes
- 1.2. To lead on the management and monitoring of waste services and environmental enforcement contracts, (performance management - including the ability to assess risk and act as required). To oversee the effective and efficient programme of inspection of assets and monitoring of contractual services and utilise this to inform contractual discussions
- 1.3. To work closely with and provide strategic direction to the Performance and Business Support Team to ensure your services shape future development activity to ensure it meets the needs and aspirations of our communities
- 1.4. To provide and present regular reports and recommendations in conjunction with the Performance and Business Support Team regarding the performance of the team, all commissioned services and any other relevant issues to a range of stakeholders. Including (but not limited to): the Director of Environment & Regeneration, the Assistant Director of Public Space Contracting and Commissioning and Corporate Directors and decision makers

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- 1.5. To engender good Officer / Councillor relations and in particular keep Councillors informed on relevant service issues, prepare reports and recommendations for Cabinet, Council, and Overview and Scrutiny Panels, including presenting reports and offering advice to elected members
  - 1.6. To develop and ensure the delivery of strategies and accompanying improvement plans in accordance with Council policies and budgetary constraints and to develop the service arrangements to reflect value for money requirements and changes in legislation and other relevant factors
  - 1.7. To be the Council's expert advisor on waste management, recycling and waste collections and waste disposal functions and statutory requirements, whilst providing strategic leadership advice and support for internal street cleansing services. This shall be demonstrated through the provision of good quality and timely advice to senior managers and Councillors, leading on responses to relevant government agencies and professional bodies, while being able to competently represent the Council at external meetings
  - 1.8. As directed, take the lead, sponsor or contribute to service-specific, cross divisional, departmental or corporate projects in conjunction with Service Providers and other stakeholders where appropriate in line with London Borough of Merton Project Management protocols and reporting mechanisms
  - 1.9. To ensure that all correspondence is of a high quality and is prepared in accordance with departmental policy and corporate targets

## **2. Finance and Resources Responsibilities**

- 2.1. To be a cost centre manager, including preparing resources and performance reviews, savings plans, detailed budget plans, capital programmes and undertaking budget management for all delegated Public Space environment service cost centres
- 2.2. To produce regular reports on the use of resources and financial budgets, ensuring financial regulations, service forecast planning and payment procedures are followed
- 2.3. Use technology effectively with colleagues, stakeholders, and contractors to improve the effectiveness and efficiency of services delivered and to provide strategic insight to enable improvements and advancement of technological solutions to support service enhancements

### **3. Staff**

- 3.1. To lead and manage the staff in the Section effectively including recruitment, performance management, sickness monitoring, training and communication and managing workload to take into account Council priorities. This will include leading and advising on appropriate team structures to enable the efficient delivery of commissioned services, projects and contract management responsibilities
- 3.2. To provide leadership and contribute with the Waste & Street Environment Team in the promotion of Merton Council's visions and missions, including adopting a "One Team" approach and contributing to Merton Council's ambition to *Build a Better Merton, together*. Tackle poor performance positively and effectively utilising the Council's established policies and procedures
- 3.3. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures

### **4. Commissioning, Contracts and Relationship Management**

- 4.1. To be the lead officer for procurement and commissioning of activities and services within the Waste & Street Environment section, while contributing to Divisional procurement and commissioning requirements
- 4.2. To provide to customers / clients, Councillors and stakeholders the specified standard and level of service that is expected, managing and rectifying with the contractor or staff any shortfalls in performance or where potential improvements have been identified
- 4.3. To maintain a close working and effective partnership with the SLWP and partner boroughs, being the 'face' of the borough through regular attendance of meetings and to communicate through verbal and written reports on developments within the *partnership*.
- 4.4. To develop and maintain effective partnership working with a range of organisations including, but not limited to; DEFRA, Greater London Authority, other councils and within Merton Council

### **5. Management and Leadership**

5.1. Fully and positively participate in the Council's performance appraisal scheme in order to develop and enhance personal and service performance

5.2. To ensure the team work towards and are up-to-date with council objectives and targets as allocated

## 6. Equalities

6.1. Implementation of the Council's diversity and equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery

	Date	Name
1. Date drawn up	<i>7 June 2023</i>	<i>John Bosley AD PSCC</i>
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		

<b>Employee Signature:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Date:</b>	

**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**PERSON SPECIFICATION**

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**Date: June 2023**

<b>Criteria</b>	
<b>Knowledge</b>	
1.	Contract management expertise, including relationship management, principles of contract law, contract monitoring principles and techniques for performance improvement.
2.	Financial procedures including budget management and reporting.
3.	Understanding of the services and key issues faced by local government.
4.	Technical understanding of waste, street cleaning, waste disposal and recycle services.
5.	Extensive knowledge of the principles of sustainable waste management and environmental quality, professional practices, legislation and national / regional strategies relating to waste management as a whole.
6.	Commissioning and procurement processes in a large public sector organisation.
7.	Knowledge of and commitment to equal opportunities.
<b>Skill</b>	
8.	Ability to prepare strategies and budgets.
9.	Ability to lead on key projects, making decisions in priority areas utilising a flexible / agile approach to problem solving and incident management.
10.	Ability to communicate clearly and effectively with a range of audiences.
11.	Influencing skills to achieve consensus and positive outcomes.

12.	Ability to support team to achieve strategic goals and manage demanding workload.
13.	Ability to recognise and source relevant and appropriate data and information in order to manage and improve service performance, contractor performance and customer service and insight.
14.	Ability to interpret national legislation and develop policies and strategies to meet or exceed requirements.
15.	Ability to quickly analyse and interpret complex written, numerical and financial information.
<b>Aptitude</b>	
16.	Ability to deliver high quality services that demonstrate value for residents.
17.	Innovative and imaginative approach to service improvements and meeting financial challenges.
18.	Creative, flexible and proactive approach to problem solving.
19.	Ability to identify and deliver commercial opportunities.
20.	A confident approach to managing demanding relationships with internal and external providers and contractors.
21.	Seeks feedback and uses all learning opportunities to increase self-awareness and create opportunities for personal development to improve performance.
<b>Experience</b>	
22.	Delivering of effective strategies for waste and street cleaning services through a commissioned service model.
23.	Ability to demonstrate experience of delivering and developing services, both through internal service and commissioned service models.
24.	Experience in risk reduction using risk assessment, analysis and incident management.
25.	Experience of building and developing productive and collaborative working relationships with partners, suppliers and providers.
26.	Leading on contract management responsibilities and negotiations in a partnership environment (both internal and external).
27.	Experience in managing high value contract management activities
28.	Successful contract negotiations that have created service efficiencies, improvements and sustainable savings.
29.	Project management of complex and high value programmes of work. A specific experience and understanding of decarbonised and vehicle fleet management is an advantage.

30.	Experience of working in a political environment and developing effective relationships with members.
31.	Experience of managing a diverse team effectively by a consistent approach to recruitment, training and development, performance management, capability, grievance and disciplinary issues.
<b>Special Requirements</b>	
32.	A commitment to Equal Opportunities and the ability to assist in the development and delivery of equalities initiatives and meet the authority's Codes of Practice.
33.	Prepared to work outside normal office hours as required in the interests of the service, including responding to emergencies.