



LONDON BOROUGH OF MERTON
ENVIRONMENT & REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Waste Engagement & Enforcement Manager

Grade: ME15

DIVISION/SECTION: Street Scene & Waste – Waste Services

Location: Amenity Way, Garth Road

Responsible to: Waste Services Manager

**Responsible directly for: Principal Enforcement Officer
Technical Support Officer
Principal Officer Community Engagement
Alleygates Officers**

Post number:

Date: June 2011

MAIN PURPOSE

1. To lead the Waste Engagement & Enforcement Team in encouraging environmental responsibility and sustainable waste management through working directly with the community, including schools and faith groups, to maximise participation in, and the use of existing and future waste management services.
2. To lead in the provision of a comprehensive enforcement service for the street environment including fly tipping, litter, dog fouling, nuisance vehicles, graffiti and fly posting. To take a technical lead including maintaining an awareness of relevant legislation, regulations, guidance and case law, developing policies and procedure and ensuring that staff are appropriately briefed and trained.
3. To lead in the management of the stray dog collection service and nuisance vehicle removals.

4. To ensure that services are developed in a way that is responsive to the needs of residents, businesses and service users and involves their engagement and participation. To develop links with the community and faith leaders as a means of determining the most effective communication methods to impact upon their communities with a particular focus on “hard to reach” communities.
5. To develop and maintain partnership working with external organisations including the Police, Environment Agency and with the community. To represent the Council on national and regional liaison groups and participate in Council initiatives.
6. To make a proactive contribution to the Waste Services Section and Streetscene and Waste Division including assisting in the development, implementation and monitoring of the Divisional Service Plan, the Section’s Annual Team Plan, the South London Waste Partnership’s Municipal Waste Management Strategy and Government targets relating to the Team.
7. To achieve high levels of communication and staff motivation through an open and responsive management style consistent with the principles of Investors in People.
8. To be accountable to the Waste Services Manager for the management the Waste Engagement & Enforcement Team, contractors and partners and to ensure that all its services are as cost effective as possible, and delivered to the highest possible standards, contributing positively to the achievement of best value.
9. To manage effectively the financial and performance activities relating to the Team and maximise the use of external funding opportunities.
10. Champion data quality and Lean information boards in the Team, proactively addressing issues and ensuring that reporting requirements are met.

MAIN DUTIES AND RESPONSIBILITIES

1. To manage and motivate the Waste Engagement & Enforcement Team to ensure the effective and efficient provision of a comprehensive range of engagement, education and enforcement services including:
 - Preparing and implementing the Council’s community engagement strategy for sustainable waste management and environmental quality, including littering and graffiti;
 - Reduction, removal and monitoring of environmental nuisance including fly tipping, litter, dog fouling, nuisance vehicles, graffiti and fly posting;

- Developing the Council's waste reduction, reuse, recycling and composting programmes;
- To ensure a schools environmental education programme is in place and being delivered;
- Developing local community-based partnerships that impact positively on sustainable waste management principles and respect the quality of the local environment;
- Establish and maintain partnerships and liaison arrangement with the community and external organisations including Defra, GLA, Waste and Resources Action Programme (Wrap), Environment Agency, Metropolitan Police and other Boroughs;
- To enforce the provisions of Section 34 of the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005, Anti Social Behaviour Act 2003 and Criminal Damage Act 1971;
- Monitor and enforce commercial waste collection and disposal;
- Manage stray dog collection requirements, nuisance vehicle removals and fly tipped hazardous waste collection and disposal;
- Developing customer-feedback mechanisms that will inform the future development and implementation of waste services;
- Establish and provide regular and timely performance reports on the activities of the team.

2. To be responsible for the achievement and maintenance of high professional and technical standards within the Waste Engagement & Enforcement Team, including an up-to-date working knowledge and understanding of policy, procedural and revenue implications of legislative, technical and service developments. To advise and provide assistance to the Waste Services Manager in changes to policy, existing systems, equipment and procedures.

3. To be the lead role in the development, implementation, monitoring and review of the Council's community engagement strategy for waste management and environmental quality. This will include the development and co-ordination of consultation processes required to develop and enhance service delivery.

4. To be the lead role in the design and implementation of promotional and education projects, events and materials to encourage the public to act sustainably by choice and to work towards reducing waste costs and improving the quality of the local environment.

5. To develop and maintain new and existing links with the community through community leaders, faith group representatives, hard-to-reach groups and schools etc liaising with Council officers where appropriate, for the purposes of raising awareness of environmental quality and sustainable waste management issues.

6. To undertake investigation and enforcement duties in a manner consistent with relevant legislation including the Regulation of Investigatory Powers Act

(RIPA) 2000 and the Police and Criminal Evidence Act (PACE) 1984, including liaising with CCTV contractors and other external agencies.

7. To recommend to the Waste Services Manager and/or initiate legal proceedings in accordance with the scheme of delegation under anti-social behaviour, environmental protection and associated legislation liaising with external organisations as appropriate and, if necessary, in consultation with the Head of Legal Services. To sign legal and statutory notices in relation to the enforcement functions of the Team in accordance with the Council's scheme of delegation to officers.

8. To appear in court and other hearings as required and to take necessary action in relation to contested cases and appeals at higher courts. To attend evening meetings and out of hours appointments as required. To work across the borough in all weathers often dealing with contentious issues.

9. To lead and manage the Waste Engagement & Enforcement Team to ensure that all priorities, targets and programmes are delivered effectively, providing regular reports to the Waste Services Manager regarding performance of the Team and any other relevant issues.

10. To lead on co-ordinating systems design and service procedure improvements. To work closely with Council partners and operational colleagues, including Waste Operations, to implement strategic service improvements and developments. To ensure that the Council's Contact Centre staff are aware of any service changes and they are readily able to advise Council customers accordingly on the internet etc.

11. To take a lead role in the design, implementation, promotion and monitoring of all in-house waste reduction and recycling programmes, encouraging the Council's own staff to actively engage in sustainable waste management practices.

12. To advise on annual budget estimates and project plans and monitor and manage expenditure/income performance to ensure effective budget management of the Team. To explore funding opportunities relating to the services, maximising opportunities for internal and external partners.

13. Collate and produce in the required format any bids or financial information or performance data required by Government, the Council or external bodies.

14. To take a lead role in the procurement of services directly related to the post, preparing relevant documentation, ensuring the timely conduct of procurement procedures in accordance with legislation and Council policy, regularly liaising with contractors, monitoring performance and costs and taking appropriate actions.

15. To contribute to co-operative working across services in accordance with the Council's vision and core values. To support and play an active role in

cross-service initiatives as required. To take the lead on projects or contribute to them.

16. To engender good officer/Councillor relations and in particular keep Councillors informed on relevant services issues, prepare reports and recommendations for committees and decision makers, present reports and offer advice to elected Members.

17. To lead and manage effectively the staff in the Waste Engagement & Enforcement Team including recruitment, performance management, sickness monitoring, training and communication and managing workloads to take into account Council priorities.

18. To provide operational cover on day to day Team matters in the absence of the line manager. Additionally offering advice, guidance, assistance or training where appropriate to other members of staff in the section.

19. To conduct all correspondence associated with the Team in a professional and timely manner and when required prepare responses to Councillors, MPs, residents, groups etc in accordance with Departmental policy.

20. To contribute to the overall management of the Waste Services Team through regular meetings with management and deputise for the Waste Services Manager as required.

21. In liaison with the IT team develop, implement and maintain systems for the efficient and effective performance of the Team.

22. To carry out all duties and responsibilities in accordance with the council's Equal Opportunities and Customer Care policies and practices and to take a proactive role in their development and implementation.

23. To ensure that all staff in the Waste Engagement & Enforcement Team are aware of and follow relevant health and safety requirements, policies and procedures and are appropriately trained, including in identifying and dealing with hazardous waste. To carry out health and safety risk assessments and monitor the implementation of health and safety procedures and to raise any concerns with line management.

24. To carry out other duties as appropriate to the grading of the post.



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ENVIRONMENT & REGENERATION DEPARTMENT
PERSON SPECIFICATION

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Date: June 2011

	Knowledge	Application Form	Interview	Other
1.	Understanding of the principles of sustainable waste management and environmental quality, professional practices, legislation and national/regional strategies relating to waste management as a whole.	Yes	Yes	
2.	An understanding of the different roles and needs of Councillors, Clients, Consultants, Contractors and the public in relation to waste services.	Yes	Yes	
3.	Understanding of the principles of Best Value and value for money.		Yes	
4.	Understanding of the principles of Investors in People		Yes	
5.	Knowledge of health and safety related to waste services.	Yes	Yes	
	Skills/Aptitude			
6.	Ability to communicate effectively with a wide range of contacts, in writing, face to face, electronically and by telephone, including delivering presentations.	Yes	Yes	Yes
7.	Ability to carry out effective consultation and provide excellent customer care.	Yes	Yes	
8.	Ability to quickly analyse and interpret complex written, numerical and financial information		Yes	Yes
9.	Good research skills and the ability to produce reports on the services of the section.		Yes	

10.	Ability to programme, monitor and deliver complex projects and programmes of work in accordance with required timescales.		Yes	Yes
11.	Ability to use Word Processors, spreadsheets and other packages relevant to waste minimisation and recycling.	Yes		Yes
12.	Ability to assist in the design of services to meet technical and customer care needs.	Yes	Yes	
13.	Collaborative working (with external partners and cross-team)		Yes	
	Experience/Training			
14.	Leading and participating in project work successfully in community engagement, communications and marketing activities.	Yes	Yes	
15.	Managing and motivating a small team	Yes	Yes	
16.	Formulating successful marketing and communications strategies	Yes	Yes	
17.	Planning and undertaking successful community engagement activities, including those designed to impact on recognised hard-to-reach groups	Yes	Yes	
18.	Procurement/tendering for contracts and undertaking contract management	Yes	Yes	
19.	Financial management	Yes	Yes	Yes
20.	Writing correspondence and reports.	Yes		Yes
	Special requirements			
21.	To possess a valid driving licence.	Yes		
22.	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.	Yes	Yes	
23	Prepared to work outside normal office hours as required in the interests of the service, including responding to emergencies.		Yes	