



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

**POST TITLE: Waste Strategy, and Transport Commissioning Manager**

**Grade: MG1**

**DIVISION/SECTION: Public Space Contracting and Commissioning  
Division/ Waste Strategy Transport and Commissioning Team**

**Location: Civic Centre, Morden**

**Responsible to: Assistant Director Public Space Contracting and  
Commissioning**

**Responsible for: Waste Strategy and Commissioning Team:**

- **Service Development & Strategy Manager**
- **Finance Manager**
- **Contract management and Performance manager**
- **Technical Support x1**
- **Passenger Operations Manager**
- **Business Dev & Support Manager [ transport ]**

**Post number: E0750**

**date: January 2017**

**MAIN PURPOSE**

1. To be the Council's lead officer for waste management, cleansing , passenger transport and fleet management services including the development of relevant strategies and policies as well as service development and improvement strategies and plans (including performance management). Commissioning of waste management (disposal and collection) and cleansing services, phase A and B and Phase C (Lot1) and management of contracts/partnership arrangements (both internal and external)

2. To take a lead role in the ongoing development of the South London Waste Partnership, providing timely advice to the Assistant Director, Public Space Contracting and Commissioning, Department Director and relevant Cabinet Members.
3. To be responsible for the management of the Waste Strategy, Transport and Commissioning Section and ensure that all its services are cost effective, adopting a commercial approach to all services and delivering to the highest possible standards
4. As a cost centre manager lead the effective management of the budgets [ Revenue and capital ] for waste, cleansing and transport service activities; ( value of contracts up to £ 20m per annum ); ensuring contractor(s) are delivering value for money, developing and implementing savings plans in accordance with corporate targets, maximising all commercial and external funding opportunities.
5. To achieve high levels of communication and staff motivation through an open and responsive management style, monitoring individual and team performance in a systematic manner, including measuring performance against agreed objectives
6. To ensure that waste, cleansing and transport / fleet management services are developed in a way that is responsive to the needs of residents, businesses and service users and involves their engagement and participation
7. To make a proactive contribution to the Public Spaces Contracting and Commissioning Division and the Environment and Regeneration Department.

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To be responsible for the effective and efficient provision of a comprehensive range of waste, cleansing and transport/fleet management services including the following
  - Development, implementation and review of Merton's Waste Management Strategy including policies for waste minimisation, reuse, recycling and waste treatment and disposal
  - Identification and implementation of waste management and cleansing service improvements
  - Identification and implementation of commercial opportunities within the service area and undertake actions to implement
  - Lead on the development and implementation of behaviour change activities that promote sustainable waste management practices
  - Securing external funding for the delivery of waste management services in accordance with the waste management strategy and legislative requirements

- Commissioning of waste services including waste disposal, waste collection, cleansing and enforcement ( Phase A and B and Phase C –Lot 1 to include street cleansing, waste collection, and winter maintenance), also Environmental enforcement (Kingdom Contract)
  - Providing a lead role in waste management partnership arrangements, including the contract management of joint treatment and disposal contracts operated through the South London Waste Partnership
  - To influence the future development of South London Waste Partnership projects and programmes
  - Client management of all outsourced waste management and fleet maintenance contracts, ensuring systems in place to monitor performance, taking corrective action as appropriate.
  - Managing the direct delivery of passenger transport services
  - To develop excellent working relationships with contractors and customers to effectively monitor service delivery and identify and implement improvements to services.
2. To adopt an innovative and creative approach to developing, establishing and maintaining strategies for the delivery and continuous improvement of above services in line with good practice, 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
  3. To provide regular reports to the Assistant Director, Public Space Contracting and Commissioning regarding the performance of the team and all outsourced contracts and any other relevant issues and contributing to the overall management of the division and deputise for the Assistant Director as required.
  4. To be the Council's expert advisor on waste management, cleansing and fleet policy, strategy and procurement, ensuring high professional standards within the section, providing good quality timely advice to senior managers and Councillors, responding to relevant government agencies and professional bodies and representing the Council at meetings with external bodies.
  5. To develop appropriate mechanisms and systems to understand better the needs of residents, businesses and other service users and integrate this understanding into the development of plans for continuous service improvement
  6. To lead and manage the staff in the Waste and Transport Commissioning and Strategy 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 adapt to the emerging commissioning and contract management responsibilities

7. To develop effective partnership working with a range of organisations including DEFRA, Greater London Authority, other boroughs and with other Merton teams, influencing the development of national and regional waste and cleansing policy.
8. 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 for waste and cleansing services cost centres
9. From time to time take the lead or contribute to cross divisional, departmental or corporate projects
10. In liaison with the IT team develop, implement and use information systems to enable efficient and effective service delivery, including customer relationship, performance and financial management.
11. To engender good officer/councillor relations and in particular keep councillors informed on relevant service issues, prepare reports and recommendations for Cabinet, council Overview and Scrutiny Panels and decision makers, present reports and offer advice to elected members
12. To ensure that all correspondence is of a high quality and is prepared in accordance with Departmental policy and corporate targets
13. To carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation
14. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures
15. To carry out any other duties appropriate to the grading of the post.



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**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**PERSON SPECIFICATION**

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**Grade: MG1**  
**Date: January 2017**

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| <b>Criteria</b>  |
| <b>Knowledge</b>   |
| Financial procedures including budget management and reporting   |
| Contracts management and monitoring principles and techniques  |
| Local government organisation and services and key issues facing service delivery and improvement                                    |
| Waste, passenger transport, fleet maintenance and street cleaning related services and technical understanding of operational issues |
| Commissioning and procurement processes in a large public sector organisation  |
| Knowledge of the principles of Investors in People   |
| Knowledge and commitment to equal opportunities  |
| <b>Skill</b>   |

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| Ability to prepare long term strategies and budgets  |
| Ability to lead on key projects, making key decisions in priority areas  |
| Ability to communicate clearly and effectively with a range of audiences   |
| Influencing skills to achieve consensus and positive outcomes  |
| Ability to support team to achieve strategic goals and manage demanding workload   |
| Ability to recognise and source relevant and appropriate data and information to manage and improve service performance, contractor performance and customer service and insight |
| Ability to interpret national legislation and develop policies and strategies to meet or exceed requirements   |
| Ability to quickly analyse and interpret complex written, numerical and financial information  |
| <b>Aptitude</b>  |
| Confidence in ability to deliver high quality services that demonstrate value for residents  |
| Innovative and imaginative approach to service improvements and meeting financial challenges   |
| Creative, flexible and proactive approach to problem solving   |
| Creative approach to identifying and delivering commercial opportunities for the benefit of the service  |
| A confident approach to managing demanding relationships with internal and external providers and contractors  |
| Seeks feedback and uses all learning opportunities to increase self awareness and create opportunities for personal development to improve performance                           |
| <b>Experience</b>  |
| Delivering effective strategies for waste and street cleaning  |
| Ability to demonstrate experience of delivering and developing services through others, in partnership with other service areas, organisations or providers                      |
| Experience of building and developing productive and collaborative working relationships with partners, suppliers and providers  |

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| Leading on contract management responsibilities in a partnership environment (both internal and external)     |
| Experience in high value contract management activities   |
| Successful contract negotiations that have created service efficiencies, improvements and sustainable savings |
| Project management of complex and high value  |
| Experience of managing a diverse team delivering successful outcomes  |
| Experience of working in a political environment and developing effective relationships with members          |