

## Job Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the councils and not external private shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Head of Environmental Services	<b>Location:</b>	Cirencester, Coleford, Witney and Hybrid
<b>Department:</b>	Contracts	<b>Service:</b>	
<b>Reports to:</b>	Assistant Director – Commercial Growth	<b>Working Hours:</b>	37 hours per week
<b>Job group:</b>	Business Manager	<b>Peer group:</b>	PG-T4
<b>Business World Post number:</b>	880001026	<b>Direct Reports (if applicable):</b>	Yes
<b>FTE Salary pro rata:</b>	Up to £60,000 per annum	<b>Contract type</b>	Permanent
<b>Main purpose of this specific role:</b>	<ul style="list-style-type: none"> <li>Responsible for environmental policy and contract management, acting as the councils lead advisor and intelligent customer and commissioner</li> <li>Provide advice and guidance to councils on the procurement and delivery of environmental services including waste, recycling, street cleansing and grounds maintenance</li> <li>Work in partnership with colleagues, councils and service providers, including Ubico (The councils' service provider), to support the delivery of service transformation and improvements</li> <li>Monitor the performance and associated risks associated with environmental services</li> </ul>		

<b>Main requirements of this specific role:</b>	<ul style="list-style-type: none"> <li>• Experience of large complex environmental service contracts</li> <li>• Experience of working in a political diverse environment</li> <li>• Experience of implementing change, transformation, and monitoring service performance and delivering improvements</li> </ul>
<b>Essential qualifications/skills experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent in a relevant profession</li> <li>• Substantial (5 years plus) post qualification experience in a relevant field / specialism</li> <li>• Significant experience managing services during periods of organisational change</li> <li>• Experience of collaborative working to enable delivery of Councils waste and environmental ambitions.</li> <li>• Ability to inspire and successfully motivate others towards shared objectives</li> <li>• Experience in preparing, negotiating and managing budgets</li> <li>• Ability to translate and influence strategic direction</li> <li>• Effectively manage knowledge and information across Publica and its clients</li> <li>• Ability to demonstrate a dynamic and proactive approach to problems and challenges</li> <li>• Be results driven as measured by your outcomes</li> <li>• Operate with integrity and build trust amongst others</li> <li>• Ability to address tactical issues in the short-term while maintaining strategic vision for the long-term</li> <li>• Communicates effectively in providing feedback and actively invites feedback from others</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Recognised sector relevant management qualification</li> <li>• Significant experience working with internal/external customers, partners/clients and elected members</li> <li>• Knowledge, understanding and experience of project management</li> <li>• Demonstrable commercial and political acumen</li> <li>• Ability to interpret relevant complex regulation, legislation and guidance</li> </ul>

	<ul style="list-style-type: none"> <li>• Skilled at producing in-depth well supported reports</li> <li>• Experience of working in a political environment</li> <li>• Demonstrable sector relevant management experience</li> </ul>
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<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Manage multiple stakeholders and clients, attending relevant meetings in order to influence and negotiate</li> <li>• Make sound recommendations to improve effectiveness, efficiency and service delivery</li> <li>• Design, develop and implement plans that translate the Publica business objectives into working practices for excellent customer service delivery for the partner Councils.</li> <li>• Understand the business requirements, perspective of users' needs and resource requirements to unlock improvements in operational performance / efficiencies and add value to the customer experience.</li> <li>• Ensure both business as usual tasks and agreed projects are delivered within agreed time frames</li> <li>• Harness new ways of working and innovation in delivering our public services at all times</li> <li>• Monitor, plan and control projects as required using different approaches</li> <li>• Adopt a commercial mindset when monitoring and managing financial resources and budgets (both Publica and appropriate Council budgets)</li> <li>• Seek to raise standards and performance levels</li> <li>• Lead by example and demonstrate commitment in managing and improving the key performance indicators for your area</li> <li>• Act as a role model and coach in delivering cultural change</li> <li>• Communicate plans, policies and industry trends including statutory changes, issues, risks and consumer demand within your area of specialism throughout Publica, including where relevant client organisations.</li> <li>• Work collaboratively to ensure non-siloed approach to decision making and delivering services to customers</li> </ul> <p><b>General Accountabilities</b></p>
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	<ul style="list-style-type: none"><li>• The post holder is responsible for maintaining a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within the work environment</li><li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li><li>• To have effective business continuity arrangements in place for your services and ensure an appropriate response to a major incident can be made, including taking up a designated role within the emergency management framework</li></ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"><li>• There will be a requirement to work at other Publica Group Ltd and/or client locations to meet the needs of the business.</li><li>• You will be expected to work reasonable additional hours in line with the needs of the service</li><li>• Full UK Driving License</li><li>• Ability to travel/ access to a vehicle for work purposes</li><li>• This is a politically restricted appointment within the meaning of the Local Government Act 1989 and regulations made there under</li></ul>

<b>Date reviewed:</b>	25/07/2023	
<b>Reviewed by:</b>	Bill Oddy	
<b>Manager job title:</b>	Assistant Director	
<b>Date of issue:</b>		
<b>Checked HRBP:</b>		