

Job profile

Service and job specific context statement

Directorate:	Business and Environmental Services
Service:	Transport, Waste and Countryside
Post title:	Contracts and Compliance Manager (Waste)
Grade:	N
Responsible to:	Head of Service
Staff managed:	Manage a team of specialist professionals
Date of issue:	November 2020
Job family:	SM - Senior Management

Job context

The core focus of this job is to manage the operational delivery of the functions of the County Council as a Waste Disposal Authority, including:

- Operational management (including commissioning procurement where necessary) of contracts for the safe disposal of household and commercial waste collected by district councils and from household waste recycling centres, including management of the Council's long term waste management service contract.
- Management and supervision of contracts for the operation of the Council's network of household waste recycling centres.
- Making arrangements for the payment of statutory recycling credits and other inter authority payments relating to waste management
- Management of contractors and staff performance to ensure delivery of a customer focussed and efficient service that delivers on key objectives to increase recycling and diversion from landfill.
- Management of the services area's land and property portfolio including ensuring closed landfill sites do not give rise to unacceptable risks to human health and/or the environment.

This post is one of three senior management posts with responsibility for delivering the Council's waste management service. This post provides the operational lead for waste management with a full time commitment to achieving high quality and value for money through customer focussed services. The post holder will be focussed on ensuring high quality service delivery and performance, and is responsible for ensuring the Council only pays for the waste services it receives. The postholder will drive continuous improvement in service delivery and will be responsible for demonstrating that operational services provide value for money through arrangements such as the Teckal agreement.

A significant part of the responsibilities of this post is the management of the change from delivering services mainly through traditional landfill contracts to new ways of service delivery through a combination of the County Council's company; Yorwaste, and a long term PPP waste treatment contract. This post will be responsible for developing and implementing new and robust contract management systems and processes for the management and supervision of the biggest contract let by this council. These systems will be necessarily complex.

The waste management service is delivered mainly through contracted services. This post has responsibility for operational management of contracts with a revenue value of approximately £36m p.a.

This is a politically restricted post as defined by the Local Government and Housing Act 1998.

Job specifics

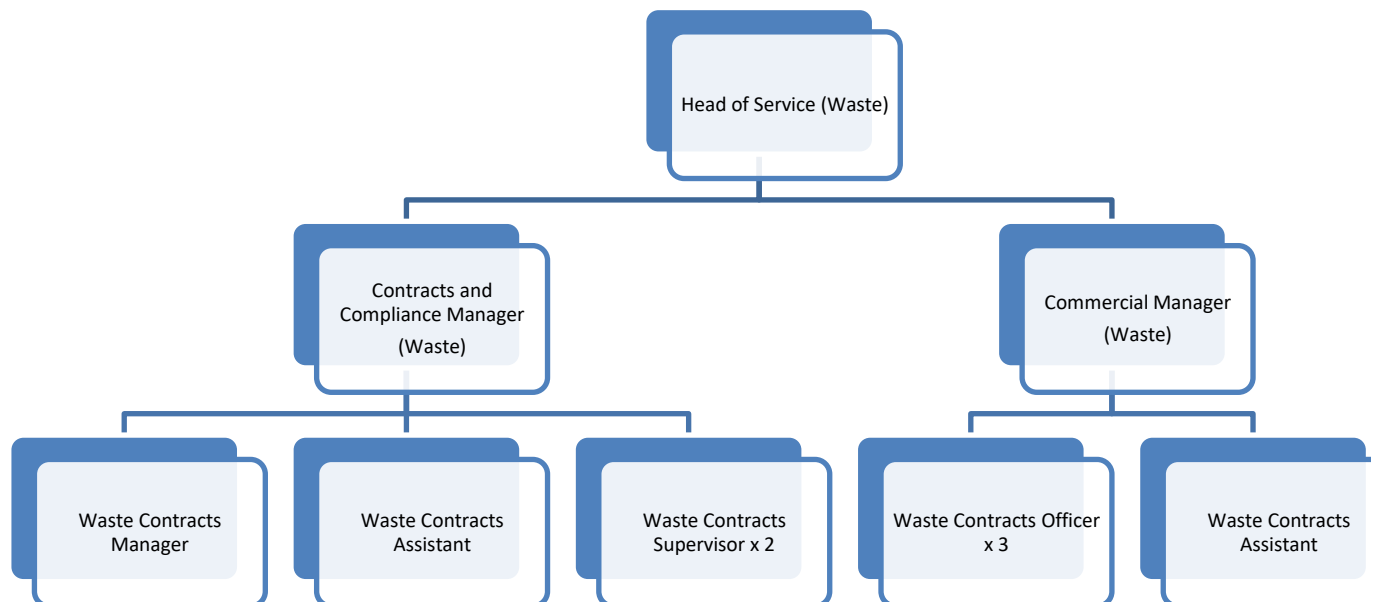
Job profile

Strategic and Operational Management	<ul style="list-style-type: none"> • Lead in the development of service and business planning in relation to operational services and policy development to ensure the service is efficient, effective and responsive. • Identify and promote business opportunities which contribute to the achievement of corporate objectives and improve service effectiveness • Represent operational Waste Services at service area Senior Management Team • Ensure the receipt of a robust contract administrative and support service including the processing of contract and other payments, and development of quality systems and performance indicators. • Provide leadership and direction to the operational waste services team to ensure delivery of service and Council objectives. • Lead the commissioning of new long term waste service contracts by working with the contract and procurement management service to ensure waste can be received and transported efficiently to the final destination in a timely way.
Communications	<ul style="list-style-type: none"> • Lead in development and implementation of timely communications programmes with key stakeholders on operational waste service performance including City of York Council, Management Board and Members • Ensure verbal and written enquiries and complaints from public and Members are dealt with in an efficient and positive manner. • Prepare and present reports to Executive Members, Committees or others as required. • Represent the County Council at public enquiries, public meetings, public consultations, District and Parish Council meetings. • Represent the County Council in interviews with the media in relation to Waste Management Services.
Partnership or Corporate Working	<ul style="list-style-type: none"> • Ensure effective joint working with Contractors and in particular Yorwaste and Amey, through regular communication and review of objectives and performance. • Lead in ensuring NYCC delivers on its operational, financial and time bound obligations to waste contractors and partners. • Lead in the development, monitoring and reviewing of partnership arrangements with waste strategy stakeholders, particularly District Councils and York City Council, to facilitate the development, review and implementation of the Joint Municipal Waste Management Strategy. • Influence others including the Waste Partnership to ensure effective engagement with community groups, the public and other stakeholders to understand customer needs and maximise opportunities to influence attitudes and behaviour towards achievement of business objectives.
Resource management	<ul style="list-style-type: none"> • Ensure the effective maintenance of household and waste recycling centres so they remain fit for purpose and safe. • Direct staff and financial resources to ensure the inspection and maintenance of closed Local Authority landfill sites is appropriate to assess contamination and mitigate risk of harm to human health or the environment. • Manage land owned and leased by the Authority in partnership with the Corporate Property Management service, including household waste and recycling centres and landfill sites to ensure the interests of the Council as owner, tenant or occupier are protected. • Advise on the preparation of financial budgets for waste management and allocations of funds for the service.

Job profile

	<ul style="list-style-type: none"> Advise on financial control of waste management services and capital improvements including advice relating to monitoring and forecasting of waste quantities.
People Management	<ul style="list-style-type: none"> Provide leadership, direction, motivation and support to operational Waste Services staff to meet service and business objectives to high standards within available resources Ensure that team members are recruited, inducted, managed, consulted, supported and developed effectively in order to carry out their duties to the highest standard and to meet the current and future service needs.
Systems and Information	<ul style="list-style-type: none"> Develop and implement appropriate systems to effectively manage, monitor and review operational contracts for the provision of the Waste Management Service so that the Council only pays for services it receives, and that those services are delivered to a high quality and provide good value for money.

Structure



Job profile

Job Description

Job purpose	The core focus of this job is to give operational direction to staff. Arranging/delivering services within budget. Planning and reviewing services. Promote multi-agency liaison and integration. Contribute to the planning and development of new services and market development. Co-ordinate arrangements locally for customers. Monitor, review and implement changes.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Operational management	<ul style="list-style-type: none"> • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
Communications	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYCC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.

Job profile

Partnership / corporate working	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Resource management	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Systems and information	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> • Excellent knowledge of national and EU waste management policies. • Detailed knowledge of current waste management legislation. • Excellent knowledge on current best practice within waste management. • Excellent knowledge of Local Government legislation, drivers and controls including principles of Best Value. 	
Experience <ul style="list-style-type: none"> • Effective management / leadership experience in managing staff and performance. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.

Job profile

<ul style="list-style-type: none"> • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. • Experience of collaborative inter and intra agency work • Extensive experience of waste management industry • Experience of development of strategic policies and effectiveness in partnership working. • Operating business risk management systems. • Development and implementation of business or service improvement plans. • Experience of development and implementation of emergency plans and health and safety policies. • Experience of strategic planning, target setting and performance measurement 	
Occupational Skills <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Confidently uses persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Motivation and leadership skills • Identifies possible causes of problems and implements solutions to minimise future occurrence. • Ability to act firmly but with tact and understanding • Ability to take clear decisions • Ability to work in a pressurised environment, deal with competing demands and determine priorities 	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> • A professional qualification or equivalent in the relevant specialism 	<ul style="list-style-type: none"> • A management or post graduate qualification
Other Requirements <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Professional values and attitudes • Ability to work both on own initiative and as part of a team • Ability to work to specified deadlines 	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.