

Role Profile

JOB TITLE	Head of Environment	DIRECTORATE	Neighbourhoods and Climate Change
SERVICE	Environmental Services	GRADE	Head of Service Band 1
REPORTING TO	Corporate Director, Neighbourhoods and Climate Change		

PURPOSE OF JOB	To lead the provision of a diverse range of integrated and customer focused frontline direct services that meet the expectations of both direct and indirect customers at competitive prices, including waste collection services, neighbourhood protection and enforcement, clean and green services, fleet maintenance, control of depots/workshops, environment and design services and support for the North Pennines National Landscape
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JOB OUTLINE/KEY RESULT AREAS	
<p>Generic Key Result Areas</p> <ul style="list-style-type: none"> ➤ Contribute to the strategic development and delivery of the Neighbourhoods and Climate Change Service to meet the council's policy and planning requirements. ➤ Lead and manage all employees, relevant budgets, and service performance in accordance with council procedures and objectives. ➤ Contribute to and manage the development and implementation of the service and council wide initiatives to deliver improvements across the council. ➤ Manage relationships with internal and external partners to support the delivery of efficient and effective services. ➤ Lead strategy, planning and improvements across the services in scope, participating in partnership arrangements as appropriate. ➤ Operate effectively and contribute positively as part of the Extended Management Team of the council and Senior Leadership Team of the directorate. ➤ Lead teams to display the council's values and behaviours. ➤ Ensure the principles of equality, diversity and inclusion in addition to the council's other corporate values and priorities are embraced and underpin all work for employees and service users. ➤ Provide clear and visible leadership, promoting health, safety and wellbeing of the teams in scope and providing a positive working environment and culture ➤ At all times demonstrate personal commitment to the core values of the council. ➤ To support the council's objectives of climate change through the operational and strategic functions of the role, including leading applications for funding, capital schemes and delivery that encompass net zero supported initiatives alongside policy and strategy. <p>Role Specific Key Result Areas</p> <ul style="list-style-type: none"> ➤ Lead the management and development of an efficient and effective waste collection service for residential and commercial properties to contribute to a clean and healthy environment. This will include domestic and trade waste collections, collection and appropriate distribution of recyclable materials and the provision of green waste collections. ➤ Lead the management and development of the strategic waste function. ➤ Lead the management and development of an efficient and effective grounds maintenance service on all council owned land, and as part of commercial contracts. ➤ Lead the management and development of an efficient and effective street cleansing service on highways and council owned public areas throughout the county. 	

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- Lead the management and delivery of an efficient and effective fleet management service to ensure that all council plant and vehicles comply with legal all associated requirements and the council's operator's license, are fully roadworthy and properly maintained and are utilised by employees in accordance with the council's Driver and Operators Handbook.
- Lead the management and delivery of the council's motor vehicle repairs service, MOT facilities, fabrication, and welding, both to internal and external customers.
- Lead the general facilities management of the council's main operational depots.
- Lead the management and development of an efficient and effective neighbourhood protection service to work with communities to improve the local environment and promote community safety, including the council's response to neighbourhood enforcement, civic pride, and pest treatment.
- Lead the management and development of an efficient and effective bereavement service to provide cemeteries, crematorium, and commemorative facilities for the bereaved.
- Lead the management and development of the environment and design service with primary responsibility for urban design, landscape management, ecological assessments, archaeological services and adoptions and grounds maintenance contracts.
- Lead the management and development of conservation and archaeology advice and support to protect and enhance buildings, places, and spaces of architectural and historic interest in the county.
- Lead on the council's climate emergency response plan corporately addressing both the council's targets and alongside partners those for countywide reductions
- Lead on the oversight in a key partner role of the North Pennines National Landscape, supporting the team and its activities.

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QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED FOR POST	SERVICE AREA/TECHNICAL COMPETENCIES REQUIRED
<p>Education and Qualifications</p> <ul style="list-style-type: none"> ➤ Relevant professional qualification at degree level or equivalent <p>Skills</p> <ul style="list-style-type: none"> ➤ Project and change management ➤ Leadership, delegation and team building ➤ High level problem solving, financial control and organisation ➤ Significant political and cultural awareness ➤ Ability to assemble and comprehend complex information and present to a range of technical and non-technical audiences in an appropriate format ➤ Ability to work effectively in a political environment ➤ Ability to motivate and inspire employees within the service area <p>Knowledge</p> <ul style="list-style-type: none"> ➤ Durham County Council strategic direction, priorities and specific issues relating to the area ➤ Knowledge of local authority legislation, committees, and procedures ➤ Knowledge of local authority operational services ➤ Knowledge of local authority tendering and contract management ➤ Risk management <p>Experience</p> <ul style="list-style-type: none"> ➤ Managing at least one functional area ➤ Senior management and budgetary experience, including resolution of conflicting priorities, formulating budgets and delivery of effective performance management framework ➤ Managing and implementing service improvements ➤ Assessment and management of property performance ➤ Effective working with elected Members ➤ Experience of internal and external partnership working 	<p>Leadership</p> <ul style="list-style-type: none"> ➤ Analytical thinking – the mental processes of analysis and evaluation ➤ Strategic thinking – balancing today’s expectations and requirements with the future opportunities, issues and concerns that may affect business results tomorrow ➤ Management style that inspires and motivates individuals and teams ➤ Developing others – to coach or mentor others to achieve their best ➤ Business acumen – the ability to make good business judgements and decisions <p>Service/Technical</p> <ul style="list-style-type: none"> ➤ Knowledge of relevant legislation, statutory frameworks, good practice and government policy initiatives ➤ Waste management ➤ Climate change