



ROLE ADVERT

ROLE TITLE: Area Manager
(Predominately covering the South of Monmouthshire, i.e. Caldicot & Chepstow)

PERMANENT

POST ID: OPWS13

GRADE: BAND I SCP 37 – SCP 41

SALARY: £31,160 to £34,894 Per Annum

HOURS: 37 hours Per Week

LOCATION: South Monmouthshire – based at Pill Farm but will be required to work at Mill Lane and also Raglan

(Locations which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens)

PURPOSE OF POST:

These are critically important posts responsible for the leadership, management and motivation of over 150+ colleagues who are at the front line delivering important services to the citizens of Monmouthshire. Importantly it is ensuring that our staff operate within a safe environment and all systems and processes are in place to ensure their safety whilst working at the front line.

The Area Managers will be responsible for the efficient and effective running of recycling/waste collections, street cleansing and grounds maintenance services. These include:

• Dry recycling collections	• Engagement with highways on large sweepers schedules
• Food waste collections	• Grass cutting operations
• Residual waste collections	• Horticultural work
• Hygiene waste (nappy) collections	• Highway verge maintenance
• Garden waste collections	• Grave digging and cemetery functions
• Manual street cleaning (pro & reactive)	• Arboriculture
• Mini sweepers	• Fencing works
• Sports grounds and turf operations	• Litter & flytipping clearances
• Trade waste collections	• Litter bin installation & emptying

The Area Managers will also be responsible for pricing up reactive works for other Council departments and also external clients.

Information regarding this post, please contact Rachel Jowitt, Head of Waste & Street Services 01633 748326 / 07824 406356 or Nigel Leaworthy, Commercial & Operations Manager, on 01633 644432

Closing Date: 12 noon on Friday 12th December 2014

Please Note that we are not able to accept CV's

Application forms can be completed online or down loaded via:

<http://www.monmouthshire.gov.uk/home/education/jobs-and-employment/how-to-apply-for-council-jobs/>

Completed paper application forms should be returned to the following address:-

Employee Services, Monmouthshire County Council, PO BOX 106, CALDICOT,
NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community. All posts are open to job-share unless stated otherwise.

ROLE PROFILE

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RESPONSIBLE TO: Commercial & Operations Manager

Waste & Street Services Department & Commercial & Operations Team

Who are we?

Our Purpose:-

The Waste & Street Services Department is newly formed and sees the merger of some of the most high profile services a Council can provide – recycling & waste, street cleansing & grounds maintenance. We have a very simple but important purpose:

“To provide and promote a safe, clean & sustainable environment”.

Specific to the Commercial & Operations section we want:

- our residents to have an environment which is safe, clean and sustainable. Specifically we will ensure to keep streets and green space clean and tidy to create a sense of pride and safety in our communities.
- to work and support our residents as they become more sustainable and reduce their impact on the environment. We will do this by throwing less into landfill and recycling as much as possible.
- to provide a quality, cost effective service for external clients for both grounds maintenance and highways/street scene training, both to promote the above and also to bring a financial and training benefit to the services within the Operations department.

These posts are part of a team which will include the Parks and Open Spaces Manager and the Raglan Training Centre which manages the operational training for the Council and is set up to generate income to support Council services. The emphasis on *“team”* cannot be stressed enough. We truly believe in an open, honest and transparent working method in Monmouthshire where people, relationships and performance are more important than post, structures and hierarchy. It is intended that the team and the wider services will work as one, with purpose defined and outcomes measured and the post holders will be expected to promote and act in accordance with the values of the organisation to deliver the outcomes outlined.

The Purpose of this Role:-

These posts are central to the effective and efficient running of some of the most important services a Council can provide. These are the services Councils gets judged on by its citizens. There are therefore big expectations of these role to promote a culture based on the values of the organisation as well as providing on a daily basis services of high quality and maximum efficiency.

The Area Managers will ensure that our services are all delivered in the safest possible manner. Health and Safety is a critically important part of this post. We cannot afford to get health and safety wrong – our colleagues are too important. The AMs will be responsible for ensuring health and safety systems and working practices are continually reviewed and up to date and act swiftly if issues arise or incidences occur.

On a day to day level the AMs will also be responsible for undertaking site assessments and developing quotes for internal reactive or external works, liaising closely with the Commercial Services Supervisor on the latter to ensure external works are coordinated.

Expectation and Outcomes of this Role:-

There are major expectations of these roles. These are new posts with the aim of aligning and integrating services, utilising modern and effective systems and creating the conditions by which our front line colleagues are valued and feel part of a wider organisation. Trust, fairness, openness and flexibility must feature in the leadership style to ensure that colleagues are able to perform at their very best and achieve the outcomes they are expected to.

On a day to day level the AMs will be ensuring the effective operation of the most visible services a Council can provide – recycling, waste and grounds maintenance. If these services are not delivered with utmost care and professionalism then Monmouthshire's environment will suffer. We cannot let this happen.

We also aspire to have a safe and highly performing workforce. A key role of the AMs will be to ensure safe working practices, systems and training is all undertaken and any issues acted upon swiftly and diligently.

Your responsibilities are to:-

1. Line manage relevant supervisors in your area and oversee the management of all of the workforce designated to the relevant area. This includes:
 - a. Lead, motivate and manage a team focused on delivering what matters to the customers of Monmouthshire
 - b. Determining appropriate staffing levels in consultation with the Commercial and Operations Manager
 - c. Undertaking all recruitment and selection
 - d. Undertaking performance assessments and any investigations for disciplinary etc.
 - e. On call, rotas for staff to ensure services are covered at all times
2. Ensure that the services are provided to a quality standard and initiate action if standards are not maintained
3. Ensure that all services are carried out efficiently and within set timescales
4. Work as part of a management team within the Commercial and Operations team and wider Waste & Street Services Team
5. To consider and manage the use of alternative service providers where appropriate
6. Identify service efficiencies and oversee their implementation
7. To advise the Commercial and Operations Manager of any additional resources (plant, labour, materials etc.) required to successfully complete the services obligations

8. To manage the Health and Safety systems (data collation etc.) and ensure safe working practices are adopted and integral to the culture of the service, including undertaking and recording risk assessments etc.
9. Respond quickly to any H&S issues or incidences
10. To manage and maintain a schedule of safety checks (e.g. ropes, harnesses etc.)
11. To be responsible for the management & maintenance of the depots where the services are based.
12. To respond to Councillor, public, partner requests or complaints on the service
13. To work effectively with the One Stop Shop staff and business support officers based at Raglan Depot on the efficient management of public queries and complaints
14. Manage the training programme e.g. H&S, induction etc. (in consultation with the Training Centre) to ensure all operatives receive training appropriate to their role and that opportunities for development are promoted
15. To engage regularly with the workforce to keep them up to date on corporate, departmental and service issues so that they feel part of the wider organisation
16. To meet and make contact with internal and external clients to discuss their individual requirements advising them of costs and timescales that maybe relevant
17. To engage with suppliers, ensuring compliance with Council procurement standing orders, for plant and materials required to undertake the service
18. To raise instructions for purchases of plant and materials and ensure that all delivery notes are passed to Raglan for processing
19. To undertake any other projects and duties that is commensurate with the grade of this post
20. Manage services during emergencies such as flooding, snow etc. This may require working evenings/weekends. Work in liaison with wider operational colleagues to optimise the response of front line services during emergencies.

Here's what we can provide you with:-

This is an exciting and new opportunity within the service. Recycling and Waste and Grounds maintenance are being brought together to remove barriers to effective working practices and there are opportunities to develop new ways of working to deliver a better service for Monmouthshire residents.

If you have to travel over and above your normal home to office journey then you are paid 45p for additional mileage (subject to revision locally). Alternatively there are pool cars available although this cannot be guaranteed so using your own car may be essential.

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

- Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

1. Experience of either grounds maintenance or recycling/waste management. Appreciation of the other service area where experience is not proven
2. Ability to use computerised systems – MONMAPS, Microsoft Office applications, email etc.
3. Strong communication and engagement skills – for frontline management and engagement, public engagement and liaison with external partners/clients
4. Experience of effectively managing a large and diverse workforce and managing any issues effectively and appropriately
5. Must be able to interpret drawings and specifications and determine accurately clients requirements for services
6. In depth knowledge and experience of managing Health and Safety inclusive of IOSH, RIDDOR, working at height, noise at work, risk assessments and hold a relevant health and safety qualification
7. Appreciation of Council procurement processes and regulations
8. Experience of engaging with suppliers to ensure best value is achieved for the authority on the provision of plant/materials
9. Must be flexible and willing to work outside core hours to meet the needs of the service or Council demands e.g. respond to emergencies, be on call etc.
10. The ability to demonstrate a clear understanding of the Equal Opportunities principles and practice, and a clear commitment to their effective implementation
11. To be able to both abide and implement Monmouthshire County Council's Health and Safety Policies and procedures
12. Must hold a full driving license

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