**Job Profile Information: Senior Environmental Services Officer**

**This supplementary information for Senior Environmental Services Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level: Level 4 Zone 1**

**Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Senior Enviromental Services Officer will provide strategic contract management of environmental services including development of effective partnership working and supplier relationship management leading to improvements in service delivery.

Review changes in policy, strategy and legislation to assess the impact across environmental services, make recommendations for change and project manage developments in waste, recycling, cleansing, street trading and public realm management.

Lead on contract management across the service including liaising with Environmental Services Management team to ensure effective service delivery from external suppliers.

To will act as an expert for the service providing responses to complex enquiries including freedom of information requests and members enquiries.

Work with a wide range of stakeholders to effectively deliver shared goals.

**Example outcomes or objectives that this role will deliver:**

1. To provide strategic contract management and service development functions, working collaboratively with key suppliers and partners to deliver improvements in service quality, efficiency and value for money across all key areas of waste management, recycling, cleansing and street trading.
2. To develop, manage and support effective performance and contract management activity across all Environment teams with responsibility for ensuring capture, analysis and reporting of performance data from a range of sources.
3. To initiate and project manage service improvement projects, including research into policy change, best practice, innovation and benchmarking across a range of service areas including waste, recycling, cleansing, street trading and public realm enforcement.
4. In response to changes in national and regional policy, strategy and legislation carry out research and analysis on the impacts to the authority and prepare reports and recommendations on options and outcomes that may lead to service development or change.
5. Work with partners to develop effective communications and engagement approaches to assist with promoting frontline services, to raise awareness of low waste, low carbon behaviour change, increase participation with recycling and waste minimisation and promote community involvement in improving standards of environmental quality. To be responsible for liaising with web development team to ensure that information on current service offer is up to date.
6. To undertake the management and implementation of waste minimisation, recycling, cleansing, street trading, enforcement and other multi-disciplinary projects including the effective management of budget and staff resources.
7. Manage, maintain and develop effective stakeholder relationships, including representing the service and the borough at various industry related network meetings and ensuring that good practice is proactively identified and adopted within the service where appropriate.
8. To lead on development and implementation of effective enforcement and engagement approaches across all Environment teams, including production of operating procedures, training plans and co-ordinated action to target problem areas.
9. To provide expert advice and assistance to partners and stakeholders in improving service delivery, increased community engagement and improved local environmental quality.
10. To liaise with other department teams, Council departments and outside organisations in the development and implementation of Environment Services policies and projects.
11. Preparation and presentation of reports, briefings and service information to a wide ranging audience including council committees, senior management and Councillors meetings, public forums, business networks, staff meetings and external industry seminars.
12. To be responsible for ensuring appropriate and timely responses to complex correspondence, complaints and enquiries from customers, stakeholders, senior officers and members enquiries within agreed timescales and in line with Camden’s Care Standards. To deal with all Freedom of Information requests and coordinate the appropriate response.

**People Management Responsibilities:**

There is no direct line management but the post will manage project delivery with officers across the council and work collaboratively with key suppliers and partners to deliver improvements in service quality.

**Relationships:**

Significant working relationships include:

* Working in partnership with contractor and other stakeholders to deliver contract outcomes
* Reports to the Environmental Services Manager

**Work Environment:**

During the course of work the post holder will have high levels of engagement /contact with members of the public, contractors, customers and other stakeholders.

The job-holder will be expected to attend meetings and visits that may occur outside normal office hours. This may include meeting with members of the community away from an office or communal environment, where there can be risk or hazard to the jobholder.

**Technical Knowledge and Experience:**

Understanding of the principal responsibilities and key issues in the delivering Environmental Services with detailed knowledge in one or more of the following areas: waste management, recycling, cleansing or street trading.

EU and National policy, legislation, best practice and innovation in one or more of the following: waste, recycling, cleansing, street trading and enforcing local environmental quality

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

See below

