**Job Capsule Supplementary Information:** Head of Environment Services

**This supplementary information for the Head of Environment Services is for guidance and must be used in conjunction with the Job Capsule for Place.**

**Job Family: Environmental**

**Job Zone: 6**

**Salary Level: Currently Level 6 Zone 2**

**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:**

To lead manage and direct high-quality, sustainable waste, recycling, cleansing and other related environmental services with flexibility, excellence in customer service, innovation, continuous improvement and minimum risk. This will include stakeholder liaison and service representation at all levels within the organisation.

To lead, manage and direct the service through the establishment of service and individual objectives, deciding priorities and supervision of strategic service delivery.

To be responsible for development of service changes in response to changing local, regional and national policy and strategy.

This will include developing and monitoring strategies in consultation with Chief Officers, members, businesses, the public and voluntary sector.

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

To lead on optimisation and strategic contract management of services working collaboratively with key suppliers and partners to deliver improvements in service quality, performance and value for money across all key areas of waste management, recycling and cleansing.

To lead on development of technical expertise in waste, recycling, cleansing, street markets / street trading and enforcement, promoting expert knowledge and development of best practice across the service.

To lead on managing strategy and policy development for the service and contribute to overall directorate strategy and policy development in response to EU and national changes.

To lead on identification, development and programme management of service improvement projects, including research into policy change, best practice, innovation and benchmarking across a range of service areas including waste, recycling, cleansing, street markets / street trading and public realm enforcement.

To lead on development of effective communications and engagement approaches to increase of low waste, low carbon behaviour change, participation with recycling and waste minimisation and promotion of community involvement in improving standards of environmental quality.

**People Management Responsibilities:**

To lead, manage and direct the service through the establishment of service objectives, the development of the Service Plan, deciding priorities and supervision of strategic service delivery.

To lead a Management Team and line manage staff in line with the requirements of the council.

To be accountable for resource management, including budgets and support systems.

**Relationships:**

Accountable for leading the relationship with all stakeholder groups at the most senior levels to deliver coordinated approach that maximises engagement and the efficient alignment of the service with related functions. This will include developing and maintaining relationships with elected members, across multi-agency consortia, the business community and partner organisations in contributing to delivery of complex technical and political agendas for place in Camden.

To provide high level support and advice to the Director and Executive Director of Supporting Communities and Cabinet members on a range of Waste and Resource Management policy and financial strategy issues.

**Work Environment:**

To provide cover for the Director of Environment and Sustainability as required.

The willingness to work across 7 days including nights, evenings and weekends.

**Technical Knowledge and Experience:**

Understanding of the principal responsibilities and key issues in the delivering Environmental Services with detailed knowledge of waste management, recycling, cleansing, street trading and public realm enforcement.

Knowledge and understanding of EU/ National/ Regional policy, legislation, best practice, industry developments and innovation in waste, recycling, cleansing, grounds maintenance and enforcing local environmental quality

**Camden Core Behaviours:**

* Adaptability – Level 4
* Customer service – Level 4
* Driving improvement – Level 4
* Working together – Level 4
* Leading people – Level 4

**Camden Additional Behaviours:**

* Organisational awareness –Level 3/4
* Analysis & Judgement – Level 4
* Building support – Level 3/4)
* Strategic awareness – Level 3/4