

Job Profile Information: Environment Team Manager (Temporary Accommodation Group)

This supplementary information for Environment Team Manager is for guidance for Job Family: 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:

To manage the Environment team and to deliver a high quality customer focussed service with particular emphasis on the management of Health and Safety in relation to residents, staff and visitors to hostel sites.

To take an innovative and quality driven approach to service delivery and development to ensure that Temporary Housing Group services:

- Reflect the ethos and principles of the Camden Plan
- Are fair, value diversity, and address the social exclusion of service users
- Are seamless, responsive and customer focused
- Are efficient, high performing and well managed
- Demonstrate a clear corporate direction, vision and style
- Take advantage of opportunities made available through ICT modernisation

Example outcomes or objectives that this role will deliver:

- To deliver a high quality and comprehensive customer focused cleaning service, ensuring that all areas of work are carried out efficiently and effectively and that they address the needs of the client group while also delivering value for money.
- Ensure achievement of local government performance targets in relation to the work of the team and take corrective action as appropriate.
- Manage effectively the cleaning services provided at hostel sites including the organisation and allocation of work to cleaning and cleaner/handyperson staff.

- Monitor and report on the delivery of third party contract services to hostel sites in areas such as grounds maintenance, fire protection services, water hygiene services, window cleaning.
- Effective and robust monitoring and management of delegated hostel budgets related to the procurement of services for the provision of furniture, equipment, stores, cleaning products ensuring that all payments for goods and services are progressed in line with council policies and procedures and financial standing orders
- Ensure appropriate risk assessments are in place to address any risks arising from the work environment including lone working.
- Effective and robust monitoring and management of hostel sites including monthly/quarterly invoice payments for utility bills and other contracted services within the budget remit of the ETM service.
- Develop innovative solutions to environment issues, carrying out research where necessary and planning implementation in conjunction with residents and staff groups working at hostel sites.
- Carry out regular documented inspections of hostel sites ensuring standards of cleanliness and health and safety are maintained, proactively ensuring that day to day communal repairs are identified and monitored.
- Ensure the service provided is within the health and safety guidelines relating to cleaning materials, personal protective equipment, reporting defects in line with Health and Safety at work Act, COSHH and other legislation.
- Take overall responsibility for the management and control of health and safety and fire safety within the working environment.
- To progress the rapid turnaround of void units, ensuring compliance with relevant regulations and legislation, and seeking value for money.

People Management Responsibilities:

- To have responsibility for the organisation and allocation of work to cleaners/cleaner handypersons and any other persons in the team.
- To promote a culture that fosters staff involvement and a progressive attitude towards service improvement
- To be responsible for all staffing issues in the team, including managing attendance, learning and development, workforce planning and performance management.
- To carry out appropriate risk assessments associated with staff working within the hostel sites environment.
- Direct reports: 4-8 staff including cleaners and handypersons

Relationships;

- Single Pathways Service
- Floating Support Service

- Adult Social Care
- Housing Management
- Housing Needs Group
- TAG Senior Management Group
- Property Management/CIP and major projects
- Corporate Services
- Emergency Services
- Elected members

Work Environment:

The Environment Team Manager will manage a number of sites across the borough and be required to spend time between those sites as well as 5 Pancras Square. There will also be the management of smaller learning and physical disability schemes – where support is provided by an external provider.

You may also be required to manage properties which are subject to interim or final management orders.

Environment team staff provide front line cleaning services during the hours 09.00 and 17.00 Monday to Friday, for homeless families, single vulnerable adults and young people. Staff will be working with other colleagues and customers, some of whom have complex needs and exhibit challenging behaviour. There may be times when customers behave in an aggressive or challenging manner. Appropriate training will be provided to minimise the risks that this may present.

The Environment Team Manager will have a number of priority areas to address which will include planning for longer term goals, but also due to the nature of the client group ability to react appropriately to emergency situations.

Technical Knowledge and Experience:

- Knowledge of the requirements of managing a cleaning service
- The ability to produce written reports and presentations to a variety of audiences
- The ability to manage budgets
- The ability to coach, manage and mentor staff
- The ability to manage projects to deliver work to quality and time.

- An understanding of the council's health and safety policies and procedures
- An understanding of health and safety legislation and fire safety relating to the hostel environment and client group
- Knowledge of industry standards for high quality cleaning
- Knowledge of and empathy for the challenges faced by the client group

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 select the attached [HERE](#)

