

Borough Monitoring Manager Job Profile

Job Title: Borough Monitoring Manager

Job Grade: Level 5 Zone 1

Salary Range: £46,756 - £54,238

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Environment Services is responsible for managing and delivering Camden's duties as a Statutory Waste Collection and Statutory Litter Authority providing domestic and commercial waste and recycling services and street cleansing services and other non-statutory services, including, graffiti removal, management of public conveniences and management of street markets and kiosks.

The Borough Monitoring Manager position works with its partners to deliver excellent, value for money services that maintain a clean and safe Camden and work towards a low carbon, low waste borough

About the role

The ideal candidate will ensure the provision of an effective, customer focused on- street presence that engages with Councillors, community groups, residents, businesses and visitors to deliver a cleaner, low waste, low carbon borough. They will lead and manage an area based team with responsibility for managing and improving standards of service delivery, investigating and resolving complaints, improving engagement and community involvement and providing advice and guidance in relation to a range of environmental services including; recycling and waste, cleansing and enforcement.

The ideal candidate will lead and manage the borough wide team with responsibility for managing and improving standards of service delivery, investigating and resolving complaints, improving engagement and community involvement and providing advice and guidance in relation to a range of environmental services including; recycling and waste, cleansing and enforcement. The role sits on the Environmental Services management team and report performance to the Head of Service and Divisional Waste Board. The role will contribute and help formulate future strategy and service planning across the entire service. The post is required to keep abreast of developments in the public realm management and to innovate and develop new ways of working. This includes working with external contractor management teams to improve the working processes of their staff also. It is also responsible for the whole borough involving managing the day-to-day performance of external contractor(s). The ideal candidate will identify areas of underperformance and to design creative solutions to resolve these issues borough-wide. The ideal candidate will take overall ownership of contractual penalties and recommendations regarding contractors payments. This role involves developing excellence across all staff in Councillor and community liaison, contract management and customer care and engagement, with increased technical and operational knowledge of waste and recycling, cleansing and enforcement.

The successful candidate will be responsible for coordinating the winter maintenance programme of work in partnership with external contractors. The ideal candidate will liaise and work in partnership with contractors and regularly review performance to ensure core contract specification and performance standards are achieved. In addition ensure compliance with health and safety and other relevant legislation. This role takes project management responsibility on more complex service improvement projects and sponsorship role in other projects. The successful candidate will demonstrate the understanding of the formal and informal politics when delivering these projects. The post reports to Head of Service and Divisional Waste Board the progress of any projects and to identify and mitigate and areas of risk.

About you

Knowledge in and experience of a range of environmental services including; recycling and waste, cleansing, winter maintenance and enforcement. Experience of developing, managing and monitoring supplier contracts. Experience of working with multiple stakeholders to ensure complete satisfaction.

Work Environment:

The role requires work across the borough, both office-based and street-based. There will be a need to represent Environment Services at public meetings, which could take place outside normal office hours – in the evening and at weekends.

People Management Responsibilities:

Leading and managing a team of 11 Senior Area Monitoring Officers, who have borough-wide responsibility for monitoring and improving Camden's local environmental quality, contracts and waste / recycling management. Full management responsibility for a team of officers, including recruitment, selection performance management and staff development.

Excellent track record of directly leading and managing staff and resources in the delivery of service contracts to achieve performance excellence. The role requires an effective team manager with excellent people management skills who works collaboratively across boundaries and achieves results through others

Relationships:

Able to develop a broad range of operational and strategic partnerships to deliver the objectives of the role. The post holder will be pro-active in seeking the support of residents, business and special interest groups across the borough. To co-ordinate and participate in meetings, "walkabouts" and events aimed at increasing community engagement and raising awareness of local environmental quality issues. The post holder will possess excellent negotiation and conciliation skills based on practical experiences and the ability to inspire trust and confidence in a client-centred environment.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,