



## ROLE PROFILE

**Role Title:** Clean and Green Area Manager

**Service:** Environmental Services, Clean and Green

**Directorate:** Place and Community

**Accountable to:** Clean and Green Operations Manager

**Grade:** PO2

**Car Category:** Essential

**Work Style:** Fixed Office Based Worker

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## Purpose of role

- The primary role is to lead, manage and train a team of Clean and Green frontline operational staff including enforcement officers with a variety of expertise and differing skill levels to deliver high quality environmental services within budget ensuring a safe, attractive and clean environment that promotes West Lancashire as the Borough of choice to live, work, visit and invest.
- To be responsible for the safe and effective operation of frontline service delivery, ensuring service standards are achieved at all times, adhering to relevant legislation, policies and procedures.
- Work as part of a team of two Clean & Green Area Managers and provide specialist advice to ensure effective delivery of a high quality environmental maintenance service including both planned and reactive work for all aspects of street cleansing, grounds maintenance, cemetery management functions and the provision of a bulky household waste removal service. To manage the provision of market stalls to meet the requirements of the planned markets within Ormskirk Town Centre in addition to the provision of additional stalls for event purposes as required.
- Delivery and management of a number of contracts for tree works, weed control, highway maintenance work on behalf of Lancashire County Council and sheltered housing schemes.





- Organise staff and equipment as necessary to respond to any emergency or major incident, including outside normal operational hours.

## Key Objectives

1	Organise and manage Clean & Green operational staff, to secure the effective delivery of a range of specialist functions, providing effective staff management, deployment of resources, still utilisation and value for money operational services delivered to meet best practice and any standards specified within the context of the Street Scene Strategy, contractual arrangements or to support other Council services such as markets and housing.
2	To manage the Councils Environmental Enforcement team in relation to the investigation of possible environmental offences including Littering, Fly-tipping, Abandoned Vehicles, Dog fouling, Dog control issues (including relevant dog attacks) and other waste disposal or dog related offences.
3	To ensure that the public realm within the Borough is clean, safe and attractive using a range of tools including education and engagement and the Enforcement Team with regards to enforcement to detect and defer waste offences and other services, adhering to relevant legislation, policies and procedures whilst actively contributing to service innovation and improved budget utilisation.
4	To issue fixed penalty notices where appropriate in relation to environmental offences, prepare witness statements and appear in court where necessary. Post holders will make decisions on the service of fixed penalty notices, however all other enforcement decisions, with long term consequences will be made by the Head of Service
5	To be responsible for the health, safety and welfare of the team and ensure an up-to-date working knowledge on all aspects of the service, sufficient to provide professional/technical advice on policy, legislation, regulation and best practice requirements within a grounds maintenance and street cleansing environment and translate this into working procedures, risk assessments, safe systems of work and tool box talks for all operational activities ensuring compliance at all times.
6	Ensure the effective motivation, training and development of operational staff is in place to meet the service objectives and standards. Undertake staff reviews in adherence with the Council's appraisal scheme to identify training needs and contribute towards the service wide training plan to ensure the required competence levels are met within the Clean and Green Service.
7	To be responsible for the compliance of service quality standards across the Clean and Green Service ensuring adequate instruction/guidance is given and that effective performance management measures are in place to





	gather, recorded and report data to ensure the adherence to agreed service specifications/standards as per the Street Scene Strategy. Undertake inspections in line with agreed inspection regime and report findings, using data to improve service delivery.
8	Prepare staff rosters in-line with agreed establishment including the allocation of staff holidays, administer sickness and accident reporting procedures and investigate disciplinary matters (verification for associated claims for payment). Recruit staff in line with the Council's policy.
9	Liaise and assist the Fleet Services Manager and weighbridge station staff, to ensure vehicles, plant and equipment, and personal protective clothing are fit for purpose and available to frontline staff and that all staff comply with the equipment or depot operating procedures/plans in terms of health and safety, driver responsibilities and vehicle safety and waste disposal.
10	Ensure the effective management of contracts and service level agreements with partners, contractors and stakeholders and to adhere at all times to the Council's scheme of delegation, financial regulations and standing orders.
11	Represent the service at a number of meetings and work with a number of partners and stakeholders.
12	To support all events in public open spaces by ensuring a safe and attractive environment, providing where necessary equipment for the community and secure the restoration of the area following the event.
13	Deal with complaints from members of the public, members and other stakeholders providing information and finding a resolution to the issue.
14	To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.



## Scope

The post holder will lead the Clean and Green Team in undertaking a range of environmental street cleansing and grounds maintenance tasks across the Borough ensuring a safe, attractive and clean environment that promotes West Lancashire as the Borough of choice to live, work, visit and invest. In doing so, they will work collaboratively across the organisation and beyond and with all levels of staff.

The scope also includes delivery and management of a number of contracts for tree works, weed control, highway maintenance work on behalf of Lancashire County Council, sheltered housing schemes and other customers.

## Work Profile

### 1. Strategy

To have a supporting role in the service plan for the Clean and Green team. Their role will contribute to the achievement of the Council's Corporate Plan.

The post holder will plan for future requirements of legislation, regulations, codes etc. relevant to the service area, supporting the development of relevant strategies to ensure compliance and that the Council's best interests are met.

### 2. Performance

The post holder will ensure the role and responsibilities of the service are carried out and developed satisfactorily. This includes ensuring that the Council policies and decisions are implemented correctly, having due regard to the financial regulations, procurement procedures and standing orders of the Council, and ensuring that statutory requirements are met.

They will ensure the most efficient methods of design are employed, including the use of IT to support the effectiveness of clean and green services.

They will monitor vehicles, material, products, techniques and equipment in the post holder's services.

They will regularly monitor the relevant services' work programmes, performance indicators and take necessary action to ensure the Service





meets agreed outcomes. They will ensure the effective development and use of service business plans, performance appraisal and team briefings.

### **3. Service Quality**

The post holder will make recommendations for policy and procedural changes etc. and ensure that decisions are implemented correctly, that all necessary approvals are obtained, and that projects are carried out satisfactorily having regard to the need to engage, involve, VFM, standing orders.

They will comply with the operating procedural requirements, maintaining, reviewing, developing and improving the service procedures, and monitoring performance output against indicators.

They will promote and maintain professional standard in the work of staff within the Service.

They will be aware of and keep up to date with all relevant developments in relation to the work of the Service.

### **4. Resource Management**

They will have budget management responsibility.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

### **5. Supervision and Management**

The post holder has direct and indirect line management responsibility.

### **6. Culture**

The post holder will support the development of a positive organisational culture in line with the Council competency framework, that is outward looking, performance and customer focused, applying effectively leadership skills to individual situations and colleagues.

### **7. Communications**





The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

## **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with local businesses, members of the public, Heads of Service, Service Managers and members of their team in order to develop, agree improvements and discharge the function of the clean and green service.

Less regularly, they will be in contact with partner agencies, Corporate Directors, the Chief Operating Officer, Elected Members and Human Resources.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

The post holder may attend meetings internal and external to the Council with key stakeholders, which may involve working outside of normal working hours.

They will undertake any other duties consistent with the basic objectives of the post and of the Service.

## **10. Risk Management**

The post holder will be responsible for clearly identifying risks relating to standards within the Clean and Green Service and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.





## **11. Working conditions**

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **13. Customer Focus**

To meet the Council's Standards of Customer Care at all times.

## **14. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

## **16. Legislation**

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

## **17. Training & Development:**

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.





## **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## **19. Creativity**

To draft and design services and delivery plans that bring innovation to the management of clean and green services and improves the customer experience.

## **20. Decisions and Consequences**

The post holder will generate ideas and suggestions for consideration by the Head of Environmental Services.

To discharge any delegation made by the council to the post holder effectively and efficiently, ensuring that outcomes and benefits are achieved and captured.

They will support organisational change in relation to clean and green services and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

## **21. Work Context**

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

The post holder will undertake street cleansing and grounds maintenance tasks that require physical exertion, lifting and carrying.





## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Minimum of Maths and English GCSE (Grade 4 – 9 i.e. C or above) or equivalent or equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject	X		A
	Level 5 Management Qualification or above		X	A
	IOSH Managing Safely		X	A
	Experience in the enforcement of legislation, rules or regulations		X	A, I
	Experience and knowledge of the Police and Criminal Evidence Act		X	A, I
	Experience in the collation of evidence for, and the presentation of evidence at court hearings		X	A, I
	Full current driving licence and able to travel within and outside the Borough.	X		A, I
	Significant experience of working at an operational supervisory level within a multi-disciplinary service area	X		A, I
		X		X





	<p>Experience of using operational service management systems such as vehicle tracking, customer relationship management system</p>	<p>X</p>	<p>A, I</p>
	<p>Experience of working with Windows based applications in particular Microsoft Word and Excel</p>	<p>X</p>	<p>A, I</p>
	<p>Experience of working with asset management databases and scheduling systems e.g. Yotta (Alloy)</p>	<p>X</p>	<p>A, I</p>
	<p>Experience of utilising a GIS mapping system</p>	<p>X</p>	<p>A, I</p>
	<p>Experience of developing, reviewing, communicating and monitoring adherence to effective health &amp; safety practices and procedures within an operational service area</p>	<p>X</p>	<p>A, I</p>
	<p>Experience of procuring and managing contracts and service level agreements, negotiating the best deal delivering value for money.</p>	<p>X</p>	<p>A, I</p>
	<p>Knowledge of current policy &amp; legislation including environmental, transport and health &amp; safety relating to the service areas</p>	<p>X</p>	<p>A, I</p>
	<p>Ability to gather, accurately record, analyse, and evaluate performance and service information to determine effective solutions to operational challenges, maximising the use of available technology</p>	<p>X</p>	<p>A, I</p>





	Ability to deliver service improvement through adherence to the Clean & Green Strategy specifications	X		
	Knowledge of local government Service	X		
<b>Planning and organising work</b>	Self-motivated and ability to effectively organise and prioritise own workload and that of others, work under pressure with competing priorities and restricted resources	X		A, I, T
	To manage frequently changing circumstances, conflicting priorities and demands	X		A, I, T
<b>Planning capacity and resources</b>	Flexible approach to working hours	X		I
	Experience of dealing with staffing issues and effectively applying the Council's personnel procedures to resolve the matter	X		A, I
	Experience of producing scheduled work programmes, working procedures and instructions within an operational environment.		X	A, I
<b>Influencing and interpersonal skills</b>	Display effective communication skills – verbal & written including report writing	X		A, I, T
	Ability to develop co-operative working relationships with staff, colleagues, elected members, customers and stakeholders to support the achievement of service objectives	X		A, I
	Ability to provide effective leadership and management	X		A, I



<b>PROBLEM-SOLVING</b>  <b>Using initiative to overcome problems</b>	Ability to work across the service's operations, to identify a range of appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
<b>Managing risk</b>	Ability to consider and assess risks associated with improving services and raising customer standards.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
<b>Managing change</b>	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to promote change in a positive manner to others	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b>  <b>Undertakes tasks without supervision</b>	Ability to use own initiative, work with minimal supervision in addition to being a team player	X		A, I, T
<b>Other</b>	Commitment to Equality	X		A,I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues	X		I





	and provide advice in accurate spoken English			
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**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.
- We do what we say we will do when we say we will do it.
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**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

