



Role profile

Role title	Joint Waste Services Director
Reports to	Partnership Director
Grade	8
Date role profile created	30 April 2021

Role summary

The Joint Waste Services Director is a member of the senior leadership team that is collectively responsible for the successful management, development and growth of our organisation. The post holder is specifically responsible for setting the strategic direction and overseeing the management of the Operations function. As Authorised Officer, they have overall responsibility for the management and performance of the refuse, recycling and street cleaning contract. They are accountable for the delivery of the programme of work across the joint contract authority area and report to the Joint Waste Collection Services Committee.

The role includes:

- Identifying strategic and operational risks that may affect performance or service delivery and putting mitigations in place.
- Ensuring that service delivery complies with legislation, regulations and health and safety requirements.
- Developing a work programme which reflects the priorities of the joint contract authorities.
- Overseeing delivery of the work programme, including elements delivered by the wider JWS team.
- Managing relationships with key stakeholders including elected members.
- Driving a culture of continuous performance, service improvement and innovation within the team and contract.
- Financial management of contract budgets in excess of £14m.

The role is line managed by the Partnership Director, who has overarching responsibility for the strategic leadership of the JWS team.

Work context

Surrey's 11 district and borough councils and the county council work together as the Surrey Environment Partnership to manage waste from the county's homes and tackle other environmental issues. Since the formation of the partnership in 2009 a range of initiatives have been undertaken to reduce waste and improve recycling including the introduction of separate food waste collections. As a result, Surrey has the third

highest recycling rate of England's two-tier authority areas and the partnership's work has been recognised as ground-breaking and innovative.

Additionally, four of the councils, Elmbridge, Mole Valley, Surrey Heath and Woking, also work together to deliver waste collection and street cleaning services in their areas through a joint contract.

Joint Waste Solutions is the local authority partnership team that develops and delivers the countywide SEP work programme and also manages the joint contract. The team's vision is to become a trusted authority in environmental management, delivering high quality services and tangible outcomes that make a positive difference and help to secure a sustainable future.

Line management responsibility if applicable	This role is responsible for the line management of the Head of Operations.
Budget responsibility if applicable	This role is responsible for setting and controlling a budget in excess of £14m pa
Person specification	Education, qualifications and training • Degree educated, or equivalent qualifications/ experience. • Evidence of continued professional, managerial and personal development Knowledge and experience • Substantial experience of working at a senior management level with responsibility for leading and developing a team. • Extensive knowledge and experience of providing strategic advice to board directors and/or elected members • Substantial experience in managing large critical service contracts and monitoring performance against KPIs. • Demonstrable experience of working within the waste management and street cleaning sector. • Proven track record of driving high quality services that focus on continuous improvement and high customer satisfaction levels • Substantial experience of managing complex change initiatives. • Experience of setting, monitoring and controlling large and complex budgets. • Demonstrable experience in project management. • Good knowledge of relevant legislation and regulations e.g. Environmental Protection Act, Health and safety.

	• Experience in implementing business continuity and emergency plan events, redirecting resources where necessary. • Experience of helping an organisation or business to grow and develop is desirable. • Understanding and experience of large-scale procurement processes would be an advantage. • Ability to demonstrate commercial awareness and business acumen would be an advantage. Skills and abilities • Ability to develop excellent working relations, gain the confidence of and influence senior directors, elected members, employees and stakeholders. • Understanding and experience of local government and political sensitivity would be an advantage. • Work effectively in partnership with a wide range of people and organisations. • Able to demonstrate high-quality negotiation skills. • Ability to deploy resources effectively through planning, project management and monitoring processes. • Develop and promote the implementation of new working practices. • Initiate proposals for the development of services and commercial opportunities • Excellent communication skills, including report writing and presentation skills and the ability to structure clear arguments • Strong numeracy skills, including being comfortable dealing with budget information. • Quick thinker, able to assess and respond to people at all levels with good judgement and clarity. • Strong corporate and team player, able to work collaboratively with colleagues to achieve shared objectives and values.
Other requirements/ information	• This is a politically-restricted post. • It is a fast moving environment where some out of hours working may be required. • Some travel will be required as part of the role.
Location	Woking