

Job Description



Job Title:	Head of Waste and Support Services
Job ID:	TBA
Grade:	SM2
Department:	ELWA¹
Reports to:	Managing Director

Purpose of the Job

To take lead, manage and develop the Authority's Integrated Waste Management Services contract (IWMS) to maximise reuse and recycling, whilst maintaining current high levels of diversion from landfill in a cost-effective way (the 2019/20 ELWA waste services budget is £65.6m).

To work closely with the four constituent councils (Barking & Dagenham, Havering, Newham and Redbridge) to provide and develop performance data regimes and to identify and implement optimal changes to waste services that consider the councils' costs as well as the Authority's.

To manage the Authority's support services (office management, internal administration, democratic services, budget monitoring/management, IT SLA management, landlord liaison, etc.) and landlord relations to ensure the reliable and cost-effective delivery of these services to the Authority and of office accommodation for the Authority.

To give strategic and operational assistance to the Managing Director in the development of an East London Joint Resources and Waste Strategy.

To give strategic and operational assistance to the Managing Director in the procurement of new waste services in accordance with the East London Joint Waste Strategy with a potential contracted value of +£1bn, using external specialist advisers as appropriate.

To deputise for the Managing Director in relevant areas when required.

¹ ELWA employs staff through a service level agreement with LB Barking and Dagenham. ELWA has other agreements for IT, legal and financial support services with either LB Barking and Dagenham or LB Redbridge.

Main Activities

Note: ELWA is a small organisation with substantial responsibilities, which requires significant inter-disciplinary working. As a statutory joint waste disposal authority, ELWA always operates in a multi-stakeholder environment where leadership through consensus is essential. This requires a number of skills and attributes including partnership working, as well as an authoritative knowledge of the wastes management industry and options. The Head of Waste and Support Services will have to work in close partnership with all service providers and his/her peers in the constituent councils, providing a long-term vision, driving towards objectives and associated milestones in a cost-effective as well as consensual way.

Integrated Waste Management Services (IWMS) contract

To devise, lead and manage a structured approach to the management of the IWMS in such a way as to maximise service quality and value for money for ELWA, the constituent councils and local residents, including the resolution of all operational service issues, certification of contract payments and the implementation of new legislation and/or policy.

To devise, lead and then manage measures to improve current performance, particularly recycling performance either through the IWMS or (if possible and beneficial) outside of the IWMS, and in partnership with the constituent councils (and/or outside bodies where relevant). This may include contract variations, new contracts and services, new metrics and/or the development, agreement and implementation of new financial mechanisms between ELWA and the constituent councils, and could be in response to local decisions or new legislation.

To chair officer working groups with the constituent councils and, as appropriate, other parties, showing clear, strategic thinking and consensus building.

To supply accurate and timely waste data to the constituent councils, the Environment Agency and WasteDataFlow.

Closed Landfill Sites

To ensure the closed landfill sites are managed in accordance with regulatory requirements effectively and efficiently and to explore and implement new uses and/or sale of these sites if beneficial to ELWA.

Support Services

To act as client to ELWA's service level agreements (SLAs) with relevant constituent councils, proactively managing processes and improvements, and supporting colleagues in relation to their use of these SLAs as needed.

To ensure a good and safe working environment for ELWA officers by managing and 'trouble-shooting' all landlord-relations matters including rents and rent reviews, services due from the landlord and corresponding service charges, managing health and safety risks in the office and any other necessary tasks.

To co-ordinate the production of formal reports and minutes to Management Board, Authority meetings and other fora as required, ensuring timely distribution and consistency with agreed ELWA styles.

To provide and manage administrative support to all ELWA officers, including assistance with agendas, the production of minutes, arrangements for meetings and travel, document management systems, office supplies and services, non-contract insurances, maintenance and development of the ELWA website, GDPR compliance, public enquiries (Freedom of information / environmental information / audit regulations), corporate task logs and provide an initial point of contact for the main ELWA telephone number, emails and visitors.

Resources and Waste Strategy and Land-use Planning for Waste

To give guidance and support to the Managing Director and the Head of Strategy & Development on (1) the development of the ELJRWS and any programmes under it and (2) engagement with the four constituent councils in their separate capacity as local planning authorities developing a new policy on land-use planning for waste in East London, including for both waste data analysis and forecasts, and the procurement of any external advice, support or other goods and/or services.

Waste Services Procurement

To identify the best procurement route(s) for resources/wastes to be received by ELWA in accordance with the ELJRWS and to assist the Managing Director implement this/these, ensuring relevant stakeholders remain engaged and in accord, drawing on specialist external advice (as for the ELJRWS) to develop and refine contract documents and tender processes.

Organisational Management

To deputise for the Managing Director in relevant areas when required, to ensure the effective management of the Authority and the achievement of its objectives.

Health and Safety

To manage health and safety issues in relation to contracted services and the office environment.

Project Management

By undertaking assigned projects, the post holder is responsible for ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.

Customer Care

Provide services that are high quality, fair and accessible, challenging existing practices and prioritise appropriately between the competing demands of stakeholders and customers. Promote customer care culture, policies and guidance of ELWA and relevant policies and guidance adopted from LB Barking and Dagenham and other constituent councils.

Financial Management

Robust and accurate financial management is required, including the authorisation, monitoring and control of expenditure of a delegated budget of some £65m per year, and assistance to the Managing Director with other budgets of c.£5m per year.

People and Partnership Management

As a senior manager within ELWA, assist with the management of other ELWA staff, and appoint, manage and develop any new personnel added to the ELWA establishment reporting to you. You will also be required to:

- ensure that staff assigned (directly and indirectly) understand the priorities, objectives and policies of ELWA and LBB as the supporting constituent council for HR matters, and are able to successfully implement decisions;
- monitor the performance of staff, taking corrective action as necessary, which supports the drive for continuous improvement;
- be responsible for setting clear objectives for these staff and partners, and annually review performance against these objectives internally and collectively as appropriate;
- undertake staff management and supervisory responsibilities, including the recording of absences, appraisal, recruitment, development, welfare, discipline, deployment, motivation, etc.;
- foster teamwork through involvement with staff and partners to increase performance. Create an environment for ideas and innovations to be explored and work practices challenged. Encourage staff and partners to meet their full potential;
- input to the monitoring and management of Service Level Agreements with Supporting Councils for employment-related, legal and financial services;
- develop and build effective partnership and collaborative working with constituent councils, stakeholder organisations and local communities through leadership of project groups and by other means to meet required ELWA priorities and objectives;
- make sure that full confidentiality is respected by all staff, and that partners do the same; and
- liaise with the ELWA Managing Director, Members, constituent council Directors, Heads of Service and other officers when necessary.

General Accountabilities and Responsibilities

1. Promote the development of a high-quality individual needs-led service, along with a proactive, committed approach towards continuous improvement.

2. Comply and promote/ensure compliance with:
 - a. financial and governance legislation, the ELWA Constitution, Financial Rules and other requirements of ELWA;
 - b. Equalities and Diversity legislation, and associated policies and strategies of ELWA and relevant Supporting Council(s);
 - c. Health and Safety at work legislation, and associated policies and strategies of ELWA and relevant Supporting Council(s); and
 - d. Data Protection legislation and associated policies and strategies of ELWA and relevant Supporting Council(s) (all employees of ELWA will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
3. Comply with the competencies and standard requisites agreed by ELWA as relevant to your post.
4. Take responsibility for continuing self-development and participate in training and development activities.

The above-mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

29th March 2019

Person Specification Template

Post Title	Head of Waste and Support Services	Grade	SM2
Section, Division	East London Waste Authority (ELWA)	Date of Person Specification	29/03/2019

Attributes	Minimum Criteria	Method of Assessment	Desirable Criteria	Method of Assessment
Experience	Substantial and demonstrable experience of waste services development and management, likely to be of at least five years' duration.	Application Form	Extensive and demonstrable experience of waste services development and management. Experience of procuring substantial value contracts.	Application Form
Education, Training And Qualifications	Relevant first degree (e.g. an environmental science, environmental law, civil engineering) or comparable experience and learning.	Application Form	Relevant post-graduate degree or comparable experience and learning. Health and Safety qualification (e.g. NEBOSH General Certificate).	Application Form
Relationships	Ability to manage and deliver results in a partnership environment.	Application Form & Interview	Ability to lead partners to deliver improved services.	Application Form & Interview
Equalities and Diversity	Understanding and commitment to equalities and diversity in the workplace and in services.	Application Form & Interview	Experience of improving equalities and diversity in the workplace and in services.	Application Form & Interview

Attributes	Minimum Criteria	Method of Assessment	Desirable Criteria	Method of Assessment
Skills & Knowledge	<p>Numeracy for high value contracts and performance management regimes.</p> <p>Literacy for reviewing, specifying and drafting contracts, variations and SLAs, for reporting to Members and officers at various levels, for democratic services, and for public-facing communications.</p> <p>Creativity to find alternative solutions or ways forward for services.</p>	Application Form, Interview & Assessment	<p>Experience of assessing or undertaking waste flow and financial modelling.</p> <p>Experience of specifying contracts and performance management regimes, and reporting to Members and officers.</p> <p>Experience of public-facing communications and services.</p> <p>Experience of devising and implementing alternative solutions or ways forward with multi-stakeholder services.</p>	Application Form, Interview & Assessment
Management, e.g. People, Finance and Skills	Substantial and demonstrable management experience (staff and budget holder, delivering outcomes through others), likely to be of at least five years' duration.	Application Form & Interview	Extensive and demonstrable management experience (staff and budget holder, delivering outcomes through others).	Application Form & Interview
Communication	Ability to communicate effectively to different audiences including Members, Chief Officers, other officers, contractors (prospective and actual), community service providers and groups, media organisations and the public.	Application Form & Interview	Influence national and regional multi-disciplinary stakeholder groups.	Application Form & Interview

Attributes	Minimum Criteria	Method of Assessment	Desirable Criteria	Method of Assessment
<p>Any additional factors e.g. Specialist Know How</p>	<p>Good knowledge of current and emerging waste and resources policy and legislation, including land-use planning.</p> <p>Ability to work at different locations, most likely through a driving licence valid in the UK (car or motorbike) and a vehicle for business use mainly in the ELWA area.</p> <p>Flexibility and willingness to work outside normal office hours when required.</p>	<p>Application Form & Interview</p>	<p>Detailed knowledge of current and emerging waste and resources policy and legislation, including land-use planning.</p> <p>Driving licence valid in the UK (car or motorbike) and a vehicle for business use mainly in the ELWA area.</p> <p>Membership of CIWM or other relevant professional body.</p>	<p>Application Form & Interview</p>

Please note, if you are a disabled person or have an impairment it will only be necessary to meet the minimum criteria for shortlisting purposes