Job Title: **Environmental Services Contract Monitoring Officer**

Grade: **Bexley 07**

Management Group: **Officer**

Department: **Neighbourhoods**

Section: **Environmental Services**

Reports to: **Environmental Services Manager (Waste Disposal and Street Cleansing)**

Responsible for: **The post holder has no line management responsibility**

Functional links with: **Internally: Environmental Services Team, Business Support Team, Customer Services Team, Environmental Health, Highways Teams**

Externally: Residents; Local Businesses; Waste and Recycling Contractors; Elected Members, Voluntary sector organisations, Tenancy associations and managing agents

Major Duties and Responsibilities:

To work within a team of professional and technical staff in order to contribute to the effective operation and smooth service delivery of the functions delivered by the Environmental Services team, by dealing directly with the public and contractor staff.

To assist the existing team with the rollout and smooth delivery of any agreed changes in Environmental Services responsibilities. This will include monitoring compliance of the contractor in relation to the street cleansing service, the reuse and recycling centres, the mini recycling banks contract. This will also include monitoring the contractor’s compliance in relation to the enviro-crime enforcement service.

The post holder will be required to proactively monitor the performance of the Street Services contractor on site and to liaise with residents and businesses and rectify service complaints, some contentious in nature.

1. To monitor and record contractor performance, quality, health & safety and progress of work across the Street Services contract and wider Environmental Services portfolio.
2. Ensure compliance with the Council’s statutory duties to keep the public highway clean and ensure fly tipping is removed.
3. To monitor the performance of the contractor on site to ensure that scheduled contract standards are met and take action under the contract if standards are not met, liaise with residents and businesses and rectify service complaints.
4. Assisting with enviro-crime and highway enforcement matters, including abandoned vehicles, graffiti removal, overhanging vegetation, highway encroachment, and skip and scaffolding licensing.
5. Monitoring of borough-wide street cleansing and on and off highway fly-tipping.
6. Site visits in relation to reports of hazardous waste fly tipping, verification of hazardous material and liaison with specialist contractors to resolve.
7. Together with the Environmental Services Manager (Waste Disposal and Street Cleansing) to be jointly responsible for monitoring the annual programme for cleansing of the roads in the borough with a speed limit of over 40mph.
8. To engage with residents and businesses both via email, phone and face to face during events and activities.
9. To keep a record of performance issues and report to line manager any Health and Safety breaches in a timely manner.
10. To perform a range of technical and environmental tasks within specified guidelines and procedures in order to provide an efficient and effective service.
11. To deliver materials and equipment to volunteers in relation to the community litter picking scheme.
12. Running reports from back-office systems to generate information for statistical analysis and reporting.
13. Public report monitoring (currently Fix My Street) in terms of responses and escalation of works.
14. Liaison with external organisation including probation services and voluntary organisations carrying out non contractual work including maintenance of overgrown vegetation.
15. To assist in the Council’s environmental initiatives and to assist in site management of the reuse and recycling centres and mini recycling banks.
16. To undertake technical surveys to provide information about contractor performance~~.~~
17. To communicate effectively with professional staff within and outside the Department, representatives of external organisations and members of the public in order to provide advice, guidance, evidence, environmental awareness and information within the scope of the postholder’s role.
18. To develop a comprehensive range of skills and knowledge and undertake courses of study leading to vocational qualifications pertinent to the post.
19. To participate in occasional out-of-hours working as required as part of contract monitoring.
20. To maintain records, produce statements, produce reports to enable colleagues to collate information and make effective decisions and to contribute to the planning and execution of specialist work.
21. To build and maintain sustainable partnerships with residents, contractors and internally.
22. To provide cover in the absence of other staff within the Environmental Services Team.
23. To ensure that telephone, letters and personal enquiries are dealt with promptly and efficiently in line with corporate response policy.
24. To ensure that service complaints are coordinated with the Environmental Services team, the Business support team, residents and businesses.
25. To respond to formal complaints and member enquiries under the direction of the Environmental Services Manager (Waste Disposal and Street Cleansing) and Senior Enviro-Crime Team Leader.
26. To assist with the supervision and training of new staff through the induction period.
27. To attend operational meetings with the contractor as directed by line manager and keep a record of the meetings.
28. Identify areas of responsibility in terms of land ownership and liaise with land owners to rectify issues. On occasion land ownership responsibilities will not be clear and the post holder must decide in conjunction with the Environmental Services Manager the best course of action.
29. Carry out any other duties as directed by the line manager and the Head of Environmental Services.

Job activities:

Contract monitoring: To monitor the performance of the Street Services contract and wider Environmental Services portfolio on site in relation to street cleansing standards, envirocrime, graffiti removal, reuse and recycling centres and mini recycling banks.

Health and Safety: To have an excellent working knowledge of Health and Safety legislation and industry good working practices and standards.

Complaints and member enquiries: This is a daily task, and complaints will have to be rectified in a timely manner and responses sent to customers. Effective monitoring is a must after the complaint has been resolved to prevent reoccurrence.

Engagement: To engage with residents, businesses and voluntary sector organisations.

# Purpose of the job

The postholder will be required to contribute to the monitoring and development of contract specifications in relation to the Street Services contract and wider Environmental Services portfolio including street cleansing standards, enviro-crime and graffiti removal, reuse and recycling centres and mini recycling banks amongst other services.

Monitor the performance of the contractor on site to ensure that scheduled street cleansing contract standards are met and act under the contract if standards are not met. This will include monitoring of contractor health and safety standards as a statutory requirement.

The postholder will be responsible for coordinating service complaints related to street cleansing and enforcement issues and liaise with elected members to resolve those.

# Dimensions

1. Number and grading of staff that the post holder will either directly or indirectly supervise.

The postholder has no line management responsibility.

Any other statistics relating to the post.

Together with the Environmental Services Manager (Waste Disposal and Street Cleansing) to be jointly responsible for monitoring the programme for the cyclical maintenance of the roads in the borough with a speed limit of over 40mph including all roundabouts, traffic islands, ditches and centre reservation areas. This includes liaising with external partners (Transport for London), internal departments (Street Works) and contractors to ensure safe delivery of the operation.

Dealing with environmental enforcement cases and assessment of environmental enforcement issues such as resolving issues with overhanging vegetation and waste / cleansing issues including issuing notices for bins on the highway and inspecting and liaising with Environmental Health department regarding issues on private land.

Monitoring of the graffiti removal contract and issuing rectifications in line with the performance mechanism set in the contract.

The postholder will be required to develop, coordinate and implement other street cleansing and Environmental Services projects such as reviewing the condition of the litter bin infrastructure, introducing preventative enforcement litter projects in the borough and recommending necessary improvements to the Environmental Services Managers.

Daily liaison with members and responding to complaints is also a key part of the job role.

Statistical analysis and reporting utilising back office systems to generate information is essential.

# Hardest part of the job

Assisting the Environmental Services Managers with contract monitoring across the range of contracts.

Responding to Stage 1 complaints, members enquiries and FOIs using own initiative, dealing directly with elected members. Attending site visits with contractors, residents and elected members.

Attending operational meetings with the Contractor and internal Council departments and keeping a record of those on a weekly and monthly basis to ensure the robust monitoring of the Contractor’s performance and associated expenditure.

Prioritising and manging time effectively to meet service needs.

# Principal accountabilities

## Strategy

* Provide advice on the implementation and delivery of the aims and objectives of the annual Street Services Improvement Plan. This will lead to service improvements and better services provided to residents.

Direction

## Implementation

* To ensure that all records, systems, the service’s environmental management back-office systems, databases, admin tasks and office duties work in a timely and accurate fashion.
* This will lead to better financial control and will lead to better procedures which can be scrutinised by external and internal auditors.
* To provide reports/data for submission to Environmental Services Managers and other stakeholders to ensure they are kept aware of all relevant developments and to bring to the attention of the Environmental Services Managers any key issues impacting on the services provided by the Contractor. This will lead to better client management and improved outcomes for the residents.
* To assist the management of a pool of local volunteers and engage them in activities and ensure the initiatives are delivered in line with Health and Safety, ensuring the Council meets its legal obligations in conjunction with the health and safety legislation.
* To ensure all street cleansing activities are delivered by the Contractor in line with the Council’s statutory duties under the Environmental Protection Act 1990 and Health and Safety legislation to ensure legal requirements are enforced by the Council and the contractors.
* To ensure public safety in terms of cleansing of the public highway, dealing with fly tipping, overhanging vegetation and other highway obstructions.
* To manage, monitor and review operational Health and Safety Practices in order to ensure compliance with the Corporate Health and Safety Plan. This includes actively participating in internal and external Health and Safety Audits.
* Statistical monitoring on systems such as Incase, Flycapture, FixMySreet, Integra etc.
* To represent the department at meetings with contractors, elected members, Community Safety meetings and forums when required, ensuring the requirements are accurately recorded and acted on in a timely manner.
* Under the guidance of the Environmental Services Managers to be responsible for the providing operational assistance on the delivery and implementation of capital programme schemes linked to service development.
* To ensure that the planned annual cleansing maintenance of all the 40mph plus road network in the borough is delivered as per agreed schedule. This is to ensure the Council is complying with its statutory duties to keep the public highway clean.
* To work collaboratively with the Enviro-crime enforcement team to ensure fly tipping and littering offences are minimised boroughwide. To monitor the monthly data on all street scene national indicators. This is to ensure the Council is complying with its statutory duties to keep the public highway clean.
* To resolve and manage the response to complaints in a timely fashion, some contentious or complex whether oral or written, in relation to the services provided by the department. To ensure that an appropriate response is provided in compliance with Council or departmental guidelines, and best practice. This is to ensure that complaints, Member enquiries and Freedom of Information Requests are responded to in a timely manner and in compliance with internal guidance and the law.
* To be fully conversant with the relevant statutory provision and the Council’s constitution, processes and procedures.

Organisational Control and Development

* 1. To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
  2. To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

The post holder has no line management responsibilities.

Personal Effectiveness

To present timely reports, relevant advice and information to Environmental Services Managers and ensure that they are briefed on major and sensitive issues.

* 1. To deal promptly with all matters requiring the post holder’s personal attention.
  2. To establish and develop effective working relationships and productive partnerships with all the relevant internal and external partners.

# Additional Information

* Regular street cleansing walkabouts with the contractor, area technicians and elected members to ensure the public realm is maintained in safe condition in accordance with statutory requirements and agreed service standards.

* Attending & deputising (when required) on chairing weekly and monthly performance meetings with the contractors.

* Assist with environmental crime investigations boroughwide such as fly tipping including hazardous waste fly tipping such as asbestos, fly posting/graffiti. In addition, assisting with any street cleansing enquiries such as overflowing bins, cleansing on high-speed roads and other street cleansing activities.
* Respond to Member Enquiries, Freedom of Information requests, Stage 1 official complaints.

* Obtain quotations and place orders under guidance from the line manager. Manage the contractor work on site.

# Person Specification

Management Group: Officer

Department/Section: Neighbourhoods/ Environmental Services

Job Title: Environmental Services Contract Monitoring Officer

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| Selection Criteria | Essential/ Desirable (E/D) | Method of Assessment (see key) |
| (a) Education and formal training | | |
| A degree in Environmental Discipline or Waste Management Qualification (Degree, HNC or NVQ 4) | D | A/I |
| Experience in waste, street cleansing, enforcement or other relevant disciplines. | E | A/I |
| A current full UK Driving Licence | E | DL |
| Ability to travel around the borough | E | DL |
| Access and use of a car | E | DL |
| (b) Relevant technical experience, knowledge & skills/abilities | | |
| Knowledge of current waste management, recycling and street cleansing techniques | E | A/I |
| Knowledge of current Waste Management Legislation and street cleansing standards | E | A/I |
| Knowledge of the Health and Safety at Work Act | E | A/I |
| Knowledge of the Environmental Protection Act 1990 | E | A/I |
| Experience of organising own workload and working as a team | E | A/I |
| Experience in monitoring Environmental Services contracts | E | A/I |
| Experience in monitoring Reuse and Recycling Centre contracts | E | A/I |
| Knowledge of Quality Management Systems | E | A/I |
| Ability to analyse and interpret data and information | E | A/I |
| Ability to communicate effectively with residents and contractors verbally and in writing | E | A/I |
| Good organisational abilities, accurate record keeping and the ability to prioritise workloads | E | A/I |
| Experience in direct engagement with residents and contractors | D | A/I |
| Experience in resolving service complaints | E | A/I |
| English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone: | | |
| Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. | E | A/I |
| Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. | E | A/I |
| Ability to listen to customers and understand their needs. | E | A/I |
| Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. | E | A/I |
| (c) Other Additional Requirements | | |
| Full UK driving licence required | E | DL |
| Willing to work occasional evenings/weekends | D | A/I |
| Ability to travel around the Borough | E | A/I |

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

# High Performance Indicators

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| Values | Behaviours for staff | Behaviours for managers |
| Innovation | I respond flexibly and adapt to changing demands | I routinely look for innovative and cost-effective ways to improve performance and customer service |

|  |  |  |
| --- | --- | --- |
|  | I am prepared to take managed risks to achieve better outcomes    I ask ‘What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo | I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future    I take calculated risks based on available evidence and my professional judgement to learn and try new things |
| Leadership | I demonstrate a clear sense of purpose and direction, in line with organisational objectives    I am willing to take difficult decisions    My personal actions promote a positive image of Bexley | I take responsibility for my service and for making things happen to make a difference to my service users    I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work    I inspire, lead and encourage staff to move forward |
| Collaboration | I show respect for others and value contributions from internal and external partners and customers    I recognise the right solution, regardless of who initiated it    I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver | I encourage the feeling that the team is a collective unit with shared goals    I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council    I network internally and externally |
| Listening and  Responding | I acknowledge other people’s viewpoints and work with them to find a win-win solution    I prepare and present information anticipating questions and problems | I seek regular service user feedback and review customer data to shape service improvements    I ask staff for ideas on how to improve our service and how I can |
|  | I adapt my style to the audience and their needs, using the most appropriate communication channels | improve as a manager, listen to them and act on them    I empower staff to make decisions and changes to improve value for money, customer service and productivity |
| Open and  Accessible | I see issues from the customer / user perspective    I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs    I seek to build and maintain positive relationships with customers and partners | I am accessible to my service users, customers, staff and Members    I communicate and share a clear vision for the bigger picture as well as specific service areas    I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations |
| Impact | I prioritise my activities and resources to focus on those which have the most impact for residents    I take responsibility for making things happen and achieving my objectives    I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence | I design services that provide value for money and deliver our outcomes, informed by evidence    I produce, prioritise and adapt plans to meet changing requirements    I set interim goals to achieve notable wins on the way to larger objectives    I deal with poor performance |

These HPI values should not be changed.