

## JOB DESCRIPTION

JOB DETAILS	
<b>Post title:</b>	<b>Environmental Services Officer</b>
<b>Post grade:</b>	<b>G</b>
<b>Post number:</b>	<b>DCHE32</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Section:</b>	<b>Community Services</b>
<b>Reporting to:</b>	<b>Head of Waste and Recycling</b>
<b>Line manager:</b>	<b>No</b>
<b>Date updated:</b>	<b>April 2025</b>

MAIN PURPOSE OF JOB
<p>To support the Director of Communities and Head of Waste and Recycling in managing the client function of the Street Cleansing and Grounds Maintenance contract. This includes ensuring the contractor is operating legally and efficiently and carrying out a contract monitoring regime for the contracts including performance and health and safety monitoring.</p> <p>To support service reviews and lead on communications campaigns to residents on the street cleansing and grounds maintenance services. To work with the contractor to continually improve performance through better reporting and data handling.</p>

SPECIFIC DUTIES
<p>To work with the Head of Waste and Recycling and with partner authority colleagues, contractors, other companies, organisations, and individuals to ensure that frontline environmental services to the public are delivered effectively and safely in accordance with agreed specifications, policy, and objectives.</p> <p>Collect, produce, and analyse performance information to ensure effective monitoring of service standards and service delivery for the Council's grounds maintenance and street cleansing contract. Report back to the council in the required formats such as reports, updates and working groups.</p> <p>To establish, maintain and continually improve back-office contract monitoring systems including benchmarking against well performing councils and contractors using established performance indicators internally and externally (such as NI195 for street cleansing).</p> <p>To work with the Head of Waste and Recycling to:</p> <ol style="list-style-type: none"> <li>a) investigate, evaluate, and implement opportunities relating to service improvements</li> <li>b) ensure appropriate contracts/service level agreements are monitored, reporting, or taking action or rectify any issues as appropriate.</li> </ol> <p>To provide technical advice and support on grounds maintenance services including managing the council's tree assets in line with the council's Tree Policy.</p> <p>Identify opportunities for improvements in the street cleansing services including the usage of new technology to provide a more efficient and smarter services.</p> <p>To support the Director and Head of Service to carry out periodical reviews of policies relating to grounds and streets services ensuring they are fit for purpose. Raise any potential for new policies or improvements to existing policies and support the process of implementation and future monitoring.</p>

To deal with members of the public in order to investigate any complaints and provide responses in line with the council's complaints procedure focusing on the root cause of the complaint and how to solve it.

To ensure that the relevant standards, systems, and processes are maintained and delivered consistently with a problem-solving focus and attitude.

To ensure high standards of customer care are maintained and to carry out investigation of, and respond to service enquiries, requests for services or complaints within agreed timescales. Use this information to improve service delivery where appropriate.

Prepare and provide responses for freedom of information requests and Environmental Information Regulation requests ensuring responses are made in accordance with council procedures.

To keep up to date with health and safety legislation relevant to the job and ensure the contract services are carried out safely in line with guidance and health and safety legislation, (example safety legislation and guidance specifically relating to the work streams HAVs, COSHH, WISH 24 guidance).

To report back to the council on safety performance, accidents, and incidents etc through the council's Keep Safe Stay Healthy partnership.

To attend meetings or events to promote the frontline services, their delivery and any service reviews or changes that maybe planned.

To work with other partners e.g. parish council's, registered housing providers and other landowners to seek better joined-up grounds maintenance services.

Identify funding opportunities for projects in street cleansing (e.g. Keep Britain Tidy), grounds and open spaces including bidding for funding where available.

Support procurement projects in relation to the services (including fleet, equipment, assets etc).

To be aware of local and national campaigns and implement local campaigns to promote the green open spaces. For example, Keep Britain Tidy and Green Flag parks.

Work with colleagues to align existing schemes in line with contracted services (e.g. the volunteer litter pickers scheme, green space projects, flood defense projects).

To regularly report back to the Director and lead member at relevant forum such as clean and green briefings, member working groups and committees where required.

To maintain an up-to-date knowledge of job-related technical developments and legislation and to interpret their impact on service provision and identify training opportunities where necessary.

To maintain good awareness of legislation, policy, and good practice in all relevant areas to the role and to keep abreast of changes as they arise.

To ensure that the relevant standards, systems, and processes are followed and maintained and delivered consistently with a problem-solving focus and attitude.

To prepare reports for and attend committees, member briefings or senior management meetings where appropriate.

To liaise with colleagues in various departments who will support projects including (but not limited to) Customer Services, Audit, Finance, Procurement, Property, Communications, Legal and Planning.

Work with the corporate services team to promote the work of the council through mediums such as social media, Borough News, member, and parish bulletins.

Provide support and cover for team members carrying out similar roles and to be able to deputise for the Waste Contracts Manager as and when required.

To attend safeguarding training and up-dates in accordance with council policies.

To attend staff briefings, meetings and adhere to all council policies including equal opportunities.

To support the council's resilience and business continuity planning and emergency planning.

To complete supervision and appraisals as arranged by your line manager.

To ensure compliance with the Council's Standing Orders, Financial Regulations and Health and Safety Policy, Byelaws and service instructions and all other statutory requirements.

To work closely with and direct the work of the Council's contractor for grounds maintenance and street cleansing services.

To liaise with Officers from neighbouring councils to learn and share good practices.

To liaise with individuals from partner organisations for service opportunities and good practice.

To review risk assessments and safe systems of work in accordance with both Tewkesbury Borough H&S and safeguarding policies and procedures.

To undertake any other duties properly assigned from time to time which are appropriate to the grade and character of this post.

Ensure that the response times and targets for the service are met. Implement and monitor a positive performance culture complying with policies and procedures that enable delivery of agreed targets and service standards.

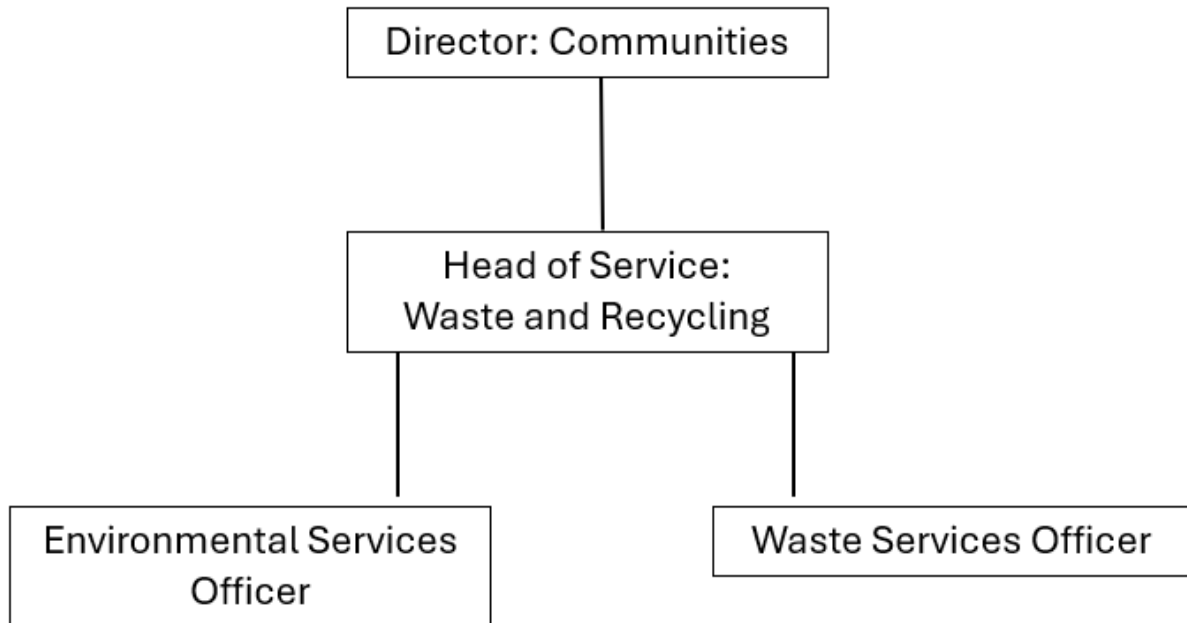
Every post holder has a general duty to have regard to the need to safeguard and promote the welfare of children and vulnerable adults. This post does not have specific safeguarding duties.

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

To adhere to all Council Policy, in particular Equal Opportunities and Safeguarding.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. The post holder is expected to undertake other duties and responsibilities relevant to the nature, level, and scope of the post.

## ORGANISATIONAL CHART



## KEY WORKING RELATIONSHIPS

The post holder will be required to disseminate applicable information relating to the service to colleagues in other service areas. This will include advising and assisting other teams in street cleansing and grounds maintenance, such as responding to the litter and dog waste bin requirements of planning applications.

## RESOURCES

The post holder will provide information, advice and guidance on the service. This will mean developing the budget for the service, costing it and providing different options for the level of service that could be delivered. The post holder will be required to present the options to the decision making body. For example, the post holder will recommend a costed level of service, or the service which can be provided at a given cost. The overall budget will be significant at c.£400,000. The post holder will need to understand the council's policies in relation to the delivery of grounds maintenance and street cleansing. Where purchasing or receiving income, the post holder will be required to target a good deal for the council and discuss potential improvements with the operational manager. This will include researching specialist suppliers, obtaining quotes and proposing suitable charging levels for expenditure and income of around £15k-£20k.

The post holder will be required to investigate potential grant funding in order to identify opportunities and work with the operational manager to prepare a bid.

## **PHYSICAL DEMANDS**

The role requires some physical effort in the normal performance of duties but will, from time-to-time, require additional physical effort for example undertaking crew checks or visiting waste transfer station etc requiring them to be able to navigate in an industrial setting.

The role also requires frequent site visits to the investigate complaints and deal with members of the public.

## **MENTAL DEMANDS**

The role is responsible for the design and delivery of a variety of projects which often require attendance and concentration at design and contract meetings lasting all day. You will also responsible for writing reports for senior management and members on both projects and core services which require concentrated mental attention to ensure reports and figures presented are accurate.

The postholder will be expected to investigate complaints sourced from members of the public, other agencies and councillors relating to the council's waste and recycling contracts.

The post holder will be required to manage competing priorities of existing and new projects, while working to improve the management of data supporting the service. This could be using existing systems in a beneficial manner, or utilising new systems to improve services, where applicable.

The post holder will be required to manage all data and payments relevant to street cleansing and grounds maintenance, including monitoring data. This includes monthly and quarterly national data reporting requirements as well as daily and weekly internal data management.

## **WORKING ENVIRONMENT**

The role will be a mixture of office based and inspections and other work on site.

## **ALL STAFF RESPONSIBILITIES**

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

## **HEALTH AND SAFETY**

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

<b>PERSON SPECIFICATION</b>			
<b>QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Degree level qualification or equivalent experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Health and safety qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Membership of a relevant industry body	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
<b>EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Experience either managing a grounds maintenance service or contract management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working in Local Government or the Street Cleansing and Grounds maintenance sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
A good understanding of Street Cleansing and Grounds legislation and policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
A good understanding of client-side contract management & monitoring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Communications campaigns and use of comms channels (eg print to social media)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
The requirements to maintain the fleet operating licence	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Writing copy or articles for council publications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Managing budgets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Procurement in local government	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
<b>SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
I.T. Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Microsoft Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Project management qualification or experience of managing similar projects to a high standard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
The ability to analyse information and form practical solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent communication skills (verbal, written, listening)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Negotiation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Evidence based judgement and decision making	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working to deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

<b>BEHAVIOURS / ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Self-motivated and able to plan and organise work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Problem solving attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Polite and courteous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Self-confident and assertive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Reliable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Enthusiastic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
A good communicator	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview