

## Job Description

Job title	Environmental Contracts Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	FLS
Range	MPR 6
Reports to	Waste Operations Manager

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### Main purpose of the job:

To manage the Council's key waste contracts (within the scope of the role) delivering the services within the Recycling and Waste Team to ensure delivery is to a high standard in compliance with statutory duties, quality standards and contract specifications.

Manage the team and any associated relevant contracts (modifications, variations and ad hoc requirements) ensuring they meet the specific service requirements.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- Manage the full range of contracted services within Waste and Recycling Services remit, including within the scope of the role (but not limited to) waste disposal, collection and street cleansing, clinical waste, hazardous waste and household waste recycling centres.
- Ensure all contracts are delivered in a cost-effective way and within budget in a timely and accurate fashion as part of the overall accounting procedure. This will include budget monitoring and contract payment for the service.
- Monitor the contracts' key performance indicators to identify trends and implement action plans to improve performance when required. This will include regular review of business continuity, risk register and associated documentation to ensure service continuity.
- To ensure monitoring programmes are in place for service quality, financial management, asset management and health and safety for all services delivered. This will include (within the scope of the role) delivering waste Duty of Care audits to ensure the council meets its statutory obligations under relevant legislation, contract inspections, site visits, surveys, investigations and audits to ensure with relevant regulations and standards are achieved.

## Medway Council Job Profile

- Implement and maintain processes and systems (including ICT) for effective contract management, and to be the lead officer responsible for compiling, reporting and monitoring statistics and key performance indicators for the service.
- To be the lead officer for joint working arrangements with the service provider, contractor, council departments, key stakeholders, external agencies and other Councils to ensure that targets and objectives of the service are met including national targets relating to waste reduction, recycling and carbon reduction.
- To be responsible for undertaking complex modelling of a wide range of service changes on the services' finances, contracts, waste tonnages, staffing and other performance measures. To present modelling outputs and recommendations into clear and user-friendly formats for non-technical officers.
- Investigate and resolve customer complaints, FOI requests, Member and MP enquiries relating to the services. Monitor responses to identify trends and implement action plans to improve performance when required.
- Support the development of the service plan, policies and procedures and including preparing and letting service contracts and future contract (s). Deputising for senior officers if required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

## Medway Council Job Profile

### Organisation:

This role reports to the Waste Operations Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

- Good standard of academic education to A level or related vocational equivalent or extensive demonstrative environmental management experience.
- Driving licence and own car .

##### Level B (in addition to level A criteria)

- Enrolment on a range appropriate Leadership and Management qualification (for example ILM3) or equivalent.

##### Level C (in addition to levels A and B)

- Successful completion on a range appropriate Leadership and Management qualification (for example ILM3) or equivalent.

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#### Knowledge

##### Level A

- Detailed technical knowledge and understanding of the work practices, systems, processes, and procedures relevant to waste management.
- Can confidently provide consistent, good quality advice and guidance on waste management practices.
- Knowledge and experience of partnership working with and influencing a broad range of individuals and stakeholders.
- Knowledge and understanding of how organisation's priorities are translated in practice to waste collection and street cleansing operations.
- Detailed knowledge of contract management practices.
- Good knowledge of future changes to the Waste and Resources Industry as a result of the implementation of the Resources and Waste Strategy (2018) and related consultations).

##### Level B (in addition to level A criteria)

- Knowledge of waste management service design for increase efficiency and effectiveness including, but not limited to waste collection, street cleansing, waste disposal, recycling centres.
- Knowledge of contracts and contract monitoring, including Key Performance Indicators (KPIs) and supplier relationship management.
- Knowledge of relevant policy, systems, work practices, professional guidelines.

##### Level C (in addition to levels A and B)

- Knowledge of procurement processes and systems, contract management and performance monitoring and evaluation.
  - Knowledge of other areas of the authority relevant to the service.
  - Knowledge and experience of contributing to the development of policies, procedures and practices.
  - Advanced knowledge and understanding of the legislation, regulation and guidance that influence waste management
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## Medway Council Job Profile

### Experience

#### Level A

- 3 years' relevant management experience in a waste management role in a local authority, public body or similar organisation, including political awareness, partnership working and best value principles
- A successful track record of operational budget management.
- Demonstrable, substantial experience working in waste management.
- Demonstrable ability to work independently within clear guidelines and frequently making decisions without ready access to more senior officers except for advice on policy/resource issues.
- Evidence of high-quality contract management and negotiations with contractors.
- Demonstrable experience of direct line management of multiple staff.
- Sound political awareness and ability to communicate with a range of audiences.

#### Level B (in addition to level A criteria)

- 4 years' relevant experience, including suitable experience in waste services management role
- Experience of financial budgetary control systems and budget monitoring
- Demonstrable experience working in local government.

#### Level C (in addition to levels A and B)

- 5 years' relevant experience, including suitable experience in waste services management role.
- Experience of supporting waste strategy development, business cases and partnership working.

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### Skills

#### Level A

- Ability to monitor expenditure and income.
- A current full driving licence and use of the post holders own car for work related purposes with relevant 'work usage' car insurance'.
- Proficient in the use of Microsoft packages (Outlook, Teams, Excel, Word, PowerPoint).
- Ability to analyse and interpret varied and complex information, develops solutions and/or strategies that take more than a year to formulate or implement.
- Excellent interpersonal and team working skills, and a proven ability to form partnerships, motivate, enthuse and drive individuals.
- Ability to approach problems with a strategic 'big picture' perspective adopting, where appropriate, an innovative approach to problem-solving.
- Ability to progress a series of activities within recognised guidelines making frequent decisions without ready access to more senior officers except for advice on policy or resource issues.
- Excellent communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- Produces concise, clear reports with the required level of detail for a range of purposes including member, senior management and external stakeholder decision making.
- Advanced oral and written communication skills
- Able to work pro-actively with partners/stakeholders to agree and achieve common goals.

#### Level B (in addition to level A criteria)

- Ability to, and experience in, providing advice and guidance on the operation of established internal policies and procedures in relation to waste.
- Able to, and experience in, managing complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way.

## Medway Council Job Profile

- Ability to monitor and report on budgets including cost interrogation >

Level C (in addition to levels A and B)

- Advanced analytical abilities and high level of skill in using analytical techniques to break down and understand issues and business operations.
- With support, ability to prepare contract specification documents and coordinate procurements.