

Are you an inspirational leader committed to delivering high quality customer focused operational services to our residents?

Head of Environment Operations

Job Reference: ERN04988

Salary: £98,353



Recruitment Pack



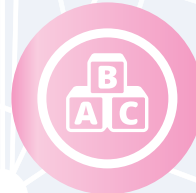
www.eastrenfrewshire.gov.uk



Vision for the future

Our vision is to be a modern, ambitious council creating a fairer future with all and our ultimate aim is to make people's lives better.

We are working across East Renfrewshire to achieve best Outcomes for



EARLY YEARS AND VULNERABLE YOUNG PEOPLE



LEARNING, LIFE AND WORK



ENVIRONMENT AND ECONOMY



SAFE, SUPPORTIVE COMMUNITIES



OLDER PEOPLE AND PEOPLE WITH LONG-TERM CONDITIONS

We will achieve this by excelling in our three Capabilities



PREVENTION



EMPOWERING COMMUNITIES



DIGITAL CHANGE

And along this journey, in everything we do, we must live our Values



Ambition



Kindness



Trust



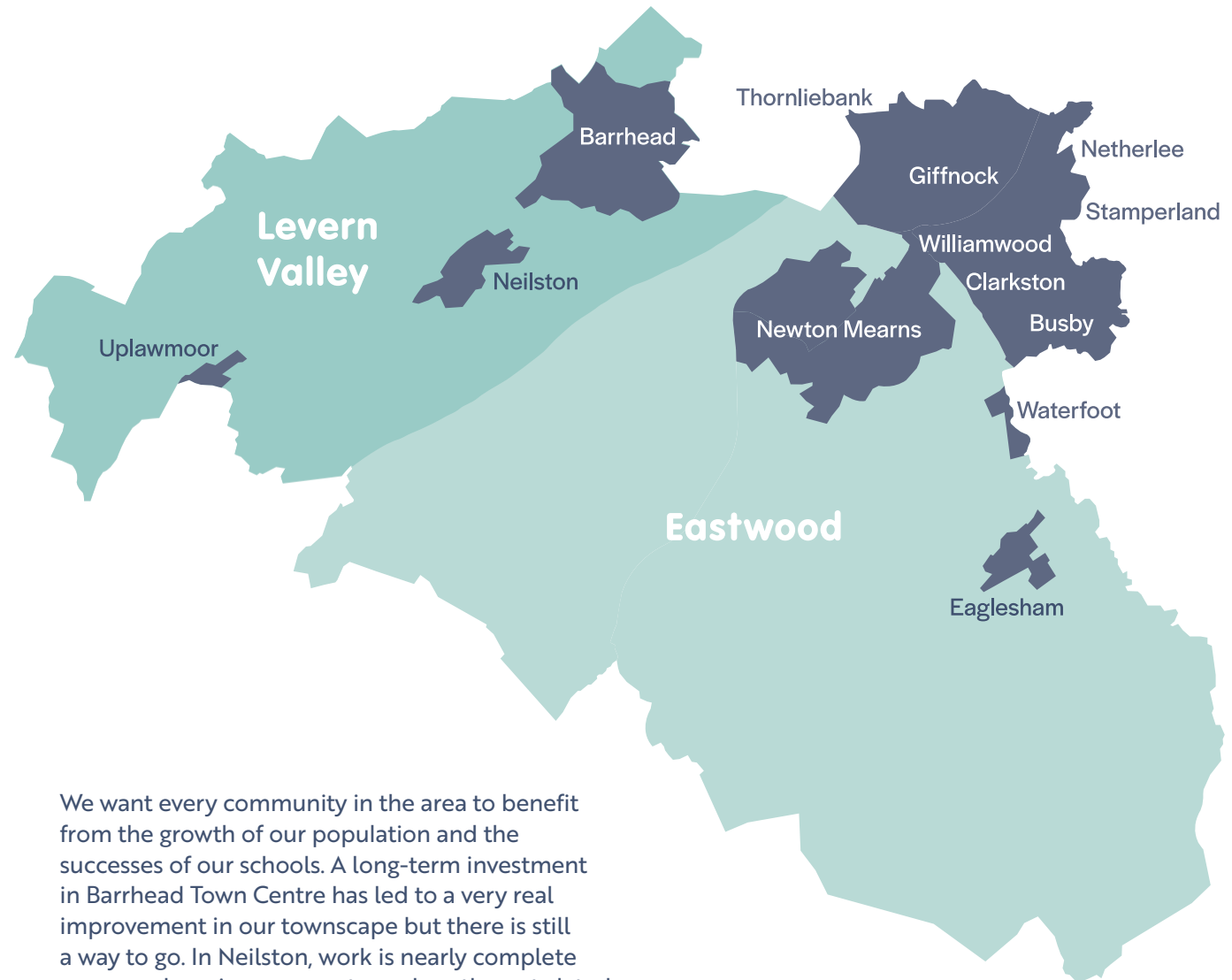
About us

East Renfrewshire is part of the Glasgow City region and sits to the south of the city of Glasgow with urban towns, rural villages and large areas of countryside. It is one of the most attractive places to live in Scotland, with a growing population drawn by high quality housing, excellent council-run schools and attractive green spaces.

The number of people living in East Renfrewshire is expected to continue to grow at a rate more than twice the Scottish average, and the two age groups which are projected to grow the most are children and the over-85s.

Our education department and schools are regularly reported to be the best performing in Scotland not just in terms of attainment but also crucially in closing the gap between those living in the most challenging of circumstances and those living in more affluent areas. The quality of our Early Years provision attracts many young families to the area. Ensuring that our schools can continue to meet the needs of all of our learners is crucial and we have an ambitious programme of investment underway.

Three-quarters of our residents live in the Eastwood side of the area and the remaining 25% in the Lavern Valley which includes Barrhead, Neilston and Uplawmoor. Our area has some of the most affluent areas of Scotland as well as some of the most deprived, a legacy of an industrial past. There are seven data zones in Barrhead which are among the most deprived 20% parts of Scotland.



We want every community in the area to benefit from the growth of our population and the successes of our schools. A long-term investment in Barrhead Town Centre has led to a very real improvement in our townscape but there is still a way to go. In Neilston, work is nearly complete on a new learning campus to replace the out-dated education estate in the area. As part of this wider regeneration project, future phases will see new leisure provision and High Street improvements.

About us

Plans are also in the pipeline to improve the civic realm in Thornliebank and breathe fresh life into the area. The lack of affordable housing in the area is a particular issue for us with very high demand for our Council Houses.

The recent completion of our largest new council house development to date, at Balgraystone Road in Barrhead, is part of an ambitious programme to meet the needs of our communities, which has already seen more than 170 homes built or currently in development since 2018. We already have approved plans in place to increase the number of houses in East Renfrewshire by over 3000 between 2019 and 2029 to meet our part of the Scottish Government's target for new housebuilding in Scotland. East Renfrewshire has many green spaces for people to enjoy, including award-winning parks such as Rouken Glen, golf courses and sports pitches. Our key projects as a partner in the Glasgow City Region City Deal are about developing the M77 corridor which includes development at Newton Mearns and Barrhead. Our Greenlaw Business Centre is now open for business after a Covid related delay and we want this to be a spur to encourage innovative

start-ups in the area, building on the talents of our population. A major road improvement project at Aurs Road started in January 2024 to improve access and connectivity between Barrhead and Newton Mearns. Also as part of the City Deal programme a new railway station at Barrhead South on the Neilston line is being developed. The Dams to Darnley Country Park is a crucial part of the City Deal work with plans for water based sports, a visitor centre, a new train station and improved active travel infrastructure.

Improving our roads infrastructure has also been a key area of focus. A five-year programme of investment commencing in 2024/25 has committed £17.5m to specifically target improving residential roads. Since starting this work, almost 150 projects have been completed.

Addressing the impact of climate change will be crucial to the future of the area. Our residents already have one of the highest recycling rates in Scotland and place value on addressing climate change. Our commitment in this area has already been strengthened as we aim to cut the emissions of council buildings and seek to reduce the

physical footprint of our properties. By declaring a climate emergency, we are focused on meeting our net zero carbon ambitions by 2045.

Delivering high-quality opportunities through our employability service, Work EastRen, is supporting residents to get ready for, find and get work. We also provide a wide range of support and services to local businesses as we focus on helping new and existing businesses to grow. With a high proportion of the employment opportunities in East Renfrewshire of a service nature, it means many of the people who work in the area are paid below the living wage. We continue to strive to develop a better balance of jobs to reflect the highly skilled nature of our population.

**PEOPLE LIVING IN
EAST RENFREWSHIRE EXPECT
HIGH QUALITY COUNCIL SERVICES
AND OUR VISION IS TO CREATE
A FAIRER FUTURE WITH ALL.**



About the department

Our Local Development Plan (LDP) provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2025 and beyond. This includes delivery of a sufficient supply of high quality housing, the preservation of the natural environment with strong planning policies in place to ensure our climate change impacts are minimised. We have ongoing capital investment in improving roads and facilitating a shift towards more sustainable transport. Through our City Deal ambitions we will deliver £44m worth of major infrastructure projects driving innovation and growth through the support of key sectors, with the objective of addressing challenges in the local labour market and increasing employment opportunities.

Our team, in conversation with a range of stakeholders and in tandem with important processes such as Local Development Planning and wider City Region work, continue to develop



future plans to further improve our local communities. Going forward, we will reassess our activities with renewed emphasis on rising to the challenge of a green economic recovery and climate change, with the Council's first ever Climate Change Strategy and Action Plan currently under development.

Our Environment department has a gross revenue expenditure of £60 million and in addition includes significant capital resources. The department employs approximately 550 people who together provide a wide range of services for local communities including:

- Roads and transportation
- Refuse collection and street cleaning
- Planning and regulatory services
- Strategic services
- Housing services
- Capital projects
- Parks and cemeteries



Aerial Photography(c) Getmapping PLC



Job Description

Main Purpose

To provide vision, leadership and management across a range of key operational services working closely with colleagues and key stakeholders to deliver high quality customer-focused services to our residents.

Main Duties

Strategy and Delivery

Direct and oversee the delivery of a portfolio of Operational Services within the Environment Department which currently includes; Roads Operations, Cleansing, Waste, Parks, Fleet and Prevention Services.

Oversee the management and development of high quality customer-focused operational functions, within legislative and internal strategic frameworks and the Council's governance procedures.

Proactively provide strategic direction, supporting innovative ways of working that enhance customer experiences whilst embedding rigour and compliance in all Operational Services areas.

Develop and champion effective strategies and policy that will shape and influence future operations and support delivery of East Renfrewshire's new 10 year plan under development - Vision for the Future.

Provide leadership that will ensure that effective planning of all resources is carried out at service level including service plans, workforce development plans and procurement plans.

Ensure that appropriate property and infrastructure are in place to accommodate a diverse range of operational requirements and support the transition to an Electric Vehicle (EV) fleet.

Develop and maintain effective strategic partnerships to support the delivery of Council plans and ambitions.

Collaborate with colleagues, other local authorities and agencies to support innovation in service development in response to future known financial and climate challenges.

Motivate and provide leadership for teams across a range of different activities and technical specialisms ensuring workforce development and effective performance management.

Lead and set service standards to ensure they are efficient, effective, customer focused, accountable to all appropriate stakeholders, and deliver the Council's outcomes and targets.

Manage performance measurement frameworks to assess the effectiveness and efficiency of services and provide regular reports and updates to senior management and stakeholders.

Regularly review compliance, risk and business continuity plans and refine processes to enhance efficiency, effectiveness, and service delivery.

Leadership and Management

Foster and cultivate strong working relationships acting as a trusted and dependable liaison when working and collaborating with other department, services, elected members and partners.

Ensure the operational management of services adheres to the highest standards of professional practice through the development, monitoring and effective management of services and employees.

Execute the specific delegations outlined in the Council's Scheme of Delegated Functions, maintaining strict compliance with Council Standing Orders and Financial Regulations.

Effectively manage demand and expectations in line with resource availability, prioritising demand through resource planning using the appropriate governance to aid decision-making and transparency.

Develop comprehensive budget plans and manage effective financial control and input into Department's budget planning. This includes preparation of capital bids, business cases, business plans and engaging in future planning for capital and revenue expenditure.

Maintain comprehensive knowledge of all relevant legislation and specialist areas relating to the work of the services, including employment practice and best value, while ensuring the application of equal opportunity practices in both the workplace and in service delivery.

Provide strategic advice and guidance to the Corporate Management Team and elected members as required.

Cultivate a culture of excellence in service delivery, teamwork and customer centric ethos, actively promoting the Council's values to realise the vision of "a modern ambitious Council creating a fairer future with all".

Provide effective arrangements to promote good employee relations, trade union partnership working, staff development, Health & Safety and maintenance of professional standards.

As deputy, guide and monitor the planning and preparation required for the Council to meet its obligations under the Civil Contingencies Act (2004).

To lead service and improvement planning that deliver strategic priorities, outcomes, performance targets and ensure quality service and safety.

Undertake such other duties as the Council or Director may from time to time require.

Person specification

Attributes	Essential	Desirable	Method of Assessment
PROFESSIONAL/EDUCATIONAL QUALIFICATIONS			
Education to degree standard or equivalent in relevant discipline.	✓		Application Form
Recognised management or leadership accreditation/qualification.		✓	
Relevant professional qualification and/or member of a professional institute at a senior level.		✓	
RELEVANT WORK/OTHER EXPERIENCE			
Significant strategic management experience at a senior level within a relevant discipline.	✓		Application Form/ Presentation/ Interview
Significant experience of working within a public sector environment.	✓		
Proven track record in overseeing the delivery of complex operational services.	✓		
Proven track record in the management and co-ordination of human and financial resources at a senior management level.	✓		
Experience of developing and implementing strategic plans at a senior level within a large and complex organisation.	✓		
Experience of leading and delivering a portfolio of services.	✓		
Significant understanding of the possibilities of using digital technologies to transform service delivery.	✓		
Considerable experience in development of effective partnerships with a range of internal and external stakeholders and partners, building vision and inspiring trust and confidence.	✓		
A proven and consistent track record of achieving continuous business improvement.	✓		
A proven track record of leading, directing and managing complex change, as well as delivering national strategies and programmes.	✓		
Thorough understanding of the workings of local government.	✓		

Person specification

Attributes	Essential	Desirable	Method of Assessment
SKILLS AND ABILITIES			
A clear understanding and a commitment to corporate working.	✓		Application Form/ Presentation/ Interview
Ability to champion performance management, vision, strategy and best value in a large, complex organisation.	✓		
Transformational leadership skills.	✓		
Able to manage the different priorities of a professional team in a multi-disciplined service.	✓		
Solutions-focused and track record of strategic problem-solving.	✓		
Highly developed negotiating and influencing skills.	✓		
Highly developed literacy, numeracy and presentation skills.	✓		
Sound knowledge of budgetary control systems and procedures.	✓		
Ability to effectively manage large revenue and capital budgets.	✓		
Programme and project management skills.	✓		
Specific knowledge of current legislation relating to local government.	✓		
LEADERSHIP COMPETENCIES			
Inspires others to understand and buy into the organisational vision.	✓		Presentation/ Interview
Leads a motivating performance culture that achieves improved outcomes.	✓		
Begins with the end in mind, focusing on solutions that move the Council forward.	✓		
Acts in a politically sensitive manner, showing respect for a diversity of opinions and needs.	✓		
Delivers professional impact through clear prioritisation, effective delegation and timeous delivery of strategic priorities.	✓		
Maintains a calm and positive attitude under pressure and during times of conflict.	✓		
Encourages and nurtures the development of others through a variety of approaches including coaching and mentoring and learning from mistakes.	✓		
Empowers others to be innovative and make decisions.	✓		
Seeks and responds to feedback from key stakeholders to drive service improvements.	✓		
Ensures organisational readiness for change through aligning values, structures, systems, skills, style, staff and strategy.	✓		
Ensures that decisions are evidence based including sound financial and performance information, with an appraisal of Options and risks managed appropriately.	✓		
Seeks to demonstrate the return on investment of organisational interventions.	✓		
Puts the customer at the heart of everything we do.	✓		

Interview Timetable

In East Renfrewshire we are committed to delivering the best possible future for our residents, in partnership with other public sector partners and communities. We are an ambitious council dedicated to providing the best possible customer-focused services to our residents.

As Head of Environment Operations you will be a dynamic, strategic, collaborative leader with a proven track record of delivery in local government operations. With a strong vision and driven by a relentless focus on improving outcomes for our local residents, you will have a sound understanding of leading the portfolio of services encompassing Roads Operations, Cleansing, Waste, Parks, Fleet and Prevention Services. With relevant experience in delivering high standards in public services and a proven track record of achievement, you will have a clear understanding of policy, legislation and demonstrate experience in engaging with both internal and external stakeholders.

As an inspirational and forward-thinking leader you will be committed to delivering visionary strategies for the community; lead service improvements and skilled in leading change. You will have a proven flair for shaping change and leading people and you will have a crucial role in ensuring we continue to challenge ourselves.

The planned recruitment timetable is:

Closing Date:	19 May 2024
Shortlisting by Interview Committee:	30 May 2024
Shortlist by Assessment Centre:	7 June 2024
Interview date:	18 June 2024

If you would like an informal discussion about the post, you can contact Catriona Mackie, at our recruitment partner Aspen on 0141 212 7555, or alternatively contact Caitriona McAuley, Director of Environment at caitriona.mcauley@eastrenfrewshire.gov.uk

Terms & Conditions Summary

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website www.spfo.org.uk.

Hybrid working

Depending upon the needs of the service, staff in Hybrid roles will typically work from home for up to 40-60% of the time where the needs of the service can still be met.

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

Email notification advising of outcome of shortlisting

- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

More details on terms and conditions can be found in Appendix 3: General Information for Applicants.

Useful Documents

[Council website](#)

[Local Development Plan](#)

[Outcome Delivery Plan](#)

[Vision For The Future \(under review\)](#)

[Fleet Asset Management Plan](#)

[Open Space Asset Management Plan](#)

[Roads Asset Management Plan](#)