

**JOB DESCRIPTION**

Post Title: Service Head (Public Realm)

Grade: Service Head Band 1

Directorate: Communities, Localities and Culture

Responsible to: Corporate Director (Communities, Localities and Culture)

Responsible for staff in Public Realm covering the following services:

Horticulture  
Street Cleansing  
Waste Management  
Recycling  
Environmental Enforcement and Education  
Transportation  
Highways  
Transport Services  
Parking

**PURPOSE OF THE JOB**

- To deliver the highest quality, sustainable, value for money, Public Realm services, designed and delivered in partnership with stakeholders, tailored to provide maximum choice for the customer and responsive to the needs and aspirations of the local community with the objective of making Tower Hamlets a cleaner, greener and safer place.
- To accelerate the rate of progress in Tower Hamlets by driving forward change and innovation both inside and outside the Council so that through a culture of continuous and ambitious improvement the quality of life for those living and working in the borough improves.
- To provide strategic direction and leadership on all matters relating to Public Realm.
- To provide strategic and managerial direction to staff and managers in the Public Realm service area, paying regard to the Council's localisation agenda and displaying flexibility in order to meet regional and national targets and respond to the changing financial environment.

**RESPONSIBILITIES AND ACCOUNTABILITIES**

**DUTIES**

1. To raise performance in all aspects of Public Realm service delivery, public access and engagement.
2. To work closely with the Localisation Team to ensure integrated and seamless service development and delivery on all issues impacting on the quality of life for local people.
3. To provide leadership in the development of the Council's Strategic Plan and Local Area Agreement and in the achievement of the targets set out within them, together with all relevant KPI's and National Indicators.
4. To ensure the development, implementation, monitoring and regular review the Council's open space, integrated waste, transportation and transport strategies ensuring that they reflect best practise, are customer focused, maximise opportunities for innovation and partnership working and deliver value for money.
5. To represent the Council on Public Realm issues at all levels both within the Council and externally and to maintain professional relationships with other local authorities, partner organisations, government departments, funders, trade organisations and other relevant bodies
6. To lead, manage and be accountable for all Public Realm activities ensuring that service plans are produced which specify outcomes, performance measures, standards and resource allocation and underpin these plans with a performance management system involving all staff.
7. To advise the Corporate Director and give information and advice to the Mayor and elected Members on the quality and development of Public Realm strategies and services.
8. To ensure the effective procurement and management of all Public Realm contracts exploring the potential for shared services and third sector involvement where appropriate in order to create efficiencies and develop the local economy.
9. To develop and ensure the timely and effective delivery of a Public Realm capital investment programme aligned to strategic priorities and including bids to external funding bodies where appropriate.
10. To be accountable for all Public Realm budgets and income and savings delivery targets as set out in the MTFP (medium term financial plan) ensuring that resources are deployed effectively in line with agreed priorities and that opportunities for efficiencies are systematically explored and developed.

## Appendix L

11. To maintain and develop effective communication within the Council and the wider community and where appropriate external networks.
12. To maintain a culture of equality which respects and supports diversity.
13. To ensure that all Public Realm services, including those provided by external contractors have robust Business Continuity Plans and contribute to the discharge of the Council's Civil Contingency responsibilities.
14. To be a member of the Directorate Management Team contributing to the development and implementation of strategies and policies that ensures continuous improvement in all Council services.
15. To lead on borough-wide and strategic initiatives as required
16. To represent the Chief Executive and Corporate Director as required.

### **CORPORATE DUTIES AND RESPONSIBILITIES**

1. To work actively with the Chief Executive, Corporate Directors and the Assistant Chief Executives to ensure services are integrated at the point of delivery.
2. To support organisational change ensuring appropriate systems of performance and development, communication, quality measures, monitoring and review are in place.
3. To work as part of multi-disciplinary project teams to enable the breaking down of departmental barriers and encourage the concept of both internal and external; partnership working.
4. To work with key stakeholders, local residents and the voluntary sector in improving service delivery and promoting creative and innovative ways of tackling local problems ensuring services are developed which meet the needs of our ethnically diverse community and are accessible to all users.
5. To promote a positive image of Tower Hamlets and represent the Council at local and national level, attending and presenting at such conferences, seminars and working parties as may be required.
6. To provide professional advice to the Mayor and elected Members and other officers on areas of services delivery within the service's span of control.
7. To take active steps to achieve the Council's objective of a 'Workforce to Reflect the Community'.
8. To comply with the Council's Constitution and to advise the Chief Executive,

elected Members and committees as appropriate.

### **MANAGEMENT DUTIES AND RESPONSIBILITIES**

1. To promote the Council's philosophy of putting service issues first at every opportunity and to put in place management arrangements that work to action this.
2. To prepare an annual service plan in line with the overall targets set out in the Corporate Plan and ensure delivery of outcomes.
3. To negotiate and manage the service's capital and revenue budget in accordance with the Council's standing orders and financial regulations, obtaining value for money and the optimisation of income where applicable.
4. To ensure that the services provided are flexible to meet the changing needs of the Council, its users and its multi cultural community, whilst fulfilling statutory responsibilities.
5. To lead the service's management team ensuring that the Council's aims and objectives are incorporated in the service strategy, team plans and individual personal targets.
6. To initiate, manage and implement organisational reviews that will transform the division into an efficient, cost effective and competitive service.
7. To motivate, train and empower staff to optimise their skills and output and to promote effective employee relations.
8. To monitor and assess the performance of staff within the context of service plans providing advice, support and remedial action where necessary.
9. To conduct individual performance and development reviews with staff and establish individual plans and targets.
10. To ensure that all duties and responsibilities are discharged in accordance with the Council's Health and Safety at work policy.
11. As directed, to undertake such additional duties and responsibilities that may arise from time to time and are commensurate with the grade of the post.

### **Additional Duties and Responsibilities**

**This job description may be subject to amendment during the PDR**

**Appendix L**

**process.**

**Signed by:**

**Date:**

**Post holder:**

**Date:**

**Corporate Director:**

**Date:**



**Service Head, (Public Realm)**

**PERSON SPECIFICATION:**

**KNOWLEDGE AND EXPERIENCE:**

- Extensive experience of developing and implementing new and innovative strategies which are effective and which reflect current best practice.
- Significant experience of managing at a senior level a diverse range of Public Realm services including waste management, recycling, parks and open spaces, highways and transportation provided by contractors or 'in-house' within a large Public, Private or Voluntary Organisation.
- Proven experience of leading and managing change, including cultural change, resulting in measurable service improvement.
- Significant experience of financial management, budget monitoring and control and of achieving value for money in front-line service provision and a proven track record of external fund raising.
- Extensive and proven experience of contract management.
- Extensive experience of writing reports which are clear and accessible to a variety of audiences.
- Demonstrable experience of building and maintaining positive working relationships both within the organisation and with external bodies.

**SKILLS AND ABILITIES:**

- Ability to manage the services within this portfolio within a performance management framework to ensure the efficient and effective delivery of quality services.
- Ability to respond positively to changing demands and to deliver work to tight deadlines.
- Ability to create excellent public services which meet the needs and wishes of diverse, local communities.
- Analytical skills including the ability to identify trends and developments from complex data and information and the ability to find solutions to complex problems.
- Strategic, operational and financial management skills.
- Commitment to excellent customer focussed public services.

- Commitment to joint and team working and to finding mutually satisfactory outcomes through partnership work.

**ATTITUDE AND BEHAVIOUR**

- Ability to establish positive working relationships and to work closely with elected members, chief officers, council staff, external agencies, community groups and individuals.
- Excellent communication skills with the ability to engage a wide range of audiences.
- Ability to work across service boundaries in order to promote the work of the service and engage others in its agenda.
- Effective leadership and motivational skills which create enthusiasm in others by the effective modelling of professional behaviour.
- Excellent interpersonal negotiating and influencing skills.
- Confident professional demeanour which commands confidence.
- Political sensitivity.
- High standard of personal integrity.

**PERSONAL CIRCUMSTANCES:**

- Willing to work outside normal working hours to attend public and Council meetings and to achieve deadlines.

**EQUAL OPPORTUNITIES:**

- Demonstrable commitment to combating discrimination and disadvantage both in employment and service provision.
- Proven and demonstrable commitment to principles and practice of equal opportunities in employment and service delivery.
- Ability to translate service delivery equality into service plan actions.

**ADDITIONAL:**

## **Appendix L**

- Responsible for own learning and evidence of continuous professional development.
- Ability to identify learning needs of staff and most appropriate method of Learning & Development delivery.
- Able to share good practice and experience and learn from others.