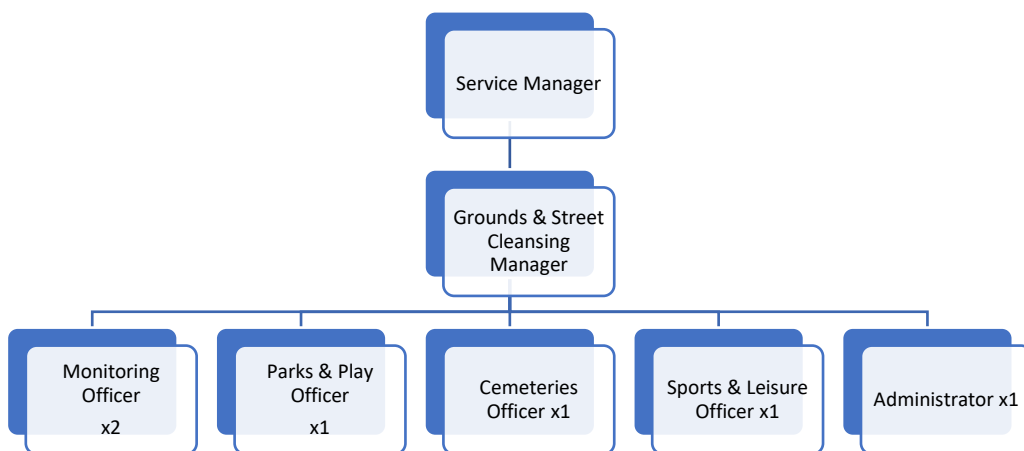
 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
Job Title	Grounds Maintenance and Street Cleansing Manager		
Service	Place and Growth – Place Clienting	Team	Cleaner & Greener
Location	Shute End / Home Working		
Reports to	Richard Bisset (Lead Specialist)		
Responsible for	Play Area and Open Spaces Officer x 1, Cemeteries Officer x 1, Street/Grounds Monitoring Officers x 2, Administrator x1, Sports & Leisure Officer x 1		
Grade	Type of position:		Date
G10			
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<b><u>Service Purpose</u></b>			
<p>To ensure the delivery of public realm services of the borough are maintained to a good standard which includes grounds maintenance (grass cutting and vegetation management) and street cleansing. Oversee management of the boroughs open spaces, sports facilities and play areas to ensure their safety and accessibility to users and undertake cemetery provision. To proactively manage the contractors and delivered services to provide a good customer experience and sound financial management.</p>			
<b><u>Purpose of the role</u></b>			
<p>The purpose of the role is to ensure good management of the street cleansing and grounds maintenance contracts. These important visual contracts are a reflection of Wokingham boroughs performance and are highly valued by residents and visitors. The contracts are medium value (nearly £2m combined) and it is imperative this is managed correctly to ensure best value and continuous improvement.</p>			
<b><u>Main Accountabilities</u></b>			
1	<b>Finance and staffing</b> <ul style="list-style-type: none"> <li>Budget responsibility – Responsible for Play Areas (£150k), Grounds Maintenance contract (£1m) and Street Cleansing contract (£1.2m)</li> <li>Directly manage six staff</li> <li>Management of direct staff including appraisals &amp; 1:2:1's and risk assessments</li> <li>Responsible for submitting bids and options in conjunction with the MTFP</li> <li>Responsible for identifying and monitoring developer funding</li> <li>Responsible for monitoring budget sheets and reporting to finance</li> </ul>		

2	<p><b>Service Management</b></p> <ul style="list-style-type: none"> <li>• Responsible for complete Contract management for Street cleansing (operational &amp; strategic) for the entire borough</li> <li>• Responsible for complete Contract management for Grounds maintenance (operational &amp; strategic) for the entire borough</li> <li>• Parks &amp; open spaces management, cemeteries, sport and leisure (operational &amp; strategic) for the entire borough</li> <li>• Responsible for internal stakeholder liaison meetings and contract meetings</li> <li>• Undertake GIS (Mapping) improvements and maintenance</li> <li>• Responsible for delivering project work associated with the contracts including encroachment solutions, service reviews and transfer of land.</li> <li>• Feed into the customer journey and make improvements where required</li> <li>• Responsible for compiling and reporting on all KPI's to senior officers and Members</li> <li>• Responsible for commenting on all planning applications in conjunction with the Green Infrastructure Team</li> <li>• Responsible for site adoption and handovers</li> <li>• Responsible for supporting the development of the service areas</li> <li>• Responsible for the procurement of equipment i.e. litter bins etc for the contract</li> </ul>
3	<p><b>Commercial drive</b></p> <ul style="list-style-type: none"> <li>• Responsible for ensuring the service is efficiently managed and drive income where possible. Explore new opportunities for driving income and make improvements to existing infrastructure/assets.</li> <li>• Responsible for ensuring the service is compliant with Council regs and to seek best value. Manage the expenditure of the budget, investments and turnover of equipment. Monitor income lines and adjust sales, marketing and expenditure.</li> <li>• Responsible for ensuring the service is efficiently managed and drive income where possible which includes working closely with the Commercialisation Team. Drafting business cases, project plans and delivery of these to maximise income and customer satisfaction.</li> </ul>
4	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Manage customer queries including enquiries/complaints and feedback via e-mails, in person and telephone.</li> <li>• Responsible for updating the website and provide information for communications department when required</li> <li>• Liaise with members, parish councils, national bodies, local businesses, friends groups etc on street cleansing/grounds maintenance issues and offer advice where requested</li> <li>• To present reports to Council meetings including Full Council/Executive/O&amp;S.</li> </ul>

<b>Supervision Received</b>	This post reports to the Lead Specialist. Supervision would be general guidance in the main but more specific discussions on project work or issues.
<b>Supervision Given</b>	Play Area and Open Spaces Officer x 1FTE, Street Cleansing and Grounds Maintenance Monitoring Officer x 2, Administrator x1, Sports & Leisure Officer x 1 and Cemeteries Officer x 1. The supervision would be general guidance and trouble shooting.
<b>Contacts &amp; Working Relationships</b>	Internal: WBC Departments including Communications, Customer Service, I.T, Planning, Enforcement, Community Safety. External: Residents, Town and Parish Councils, Volker Highways, Tivoli and Urbaser.
<b>Management of resources or budget</b>	<p>Budgets associated with this role include:</p> <ul style="list-style-type: none"> <li>• Grounds Maintenance - £1m</li> <li>• Street Cleansing - £1.2m</li> <li>• Pitch booking</li> <li>• Cemeteries</li> </ul>
<b>Special Factors</b>	Ability to drive and have access to a vehicle to undertake site visits. Some evening meetings.

#### Organisation Chart



### **Person Specification**

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

#### **Qualifications**

<b>Essential</b>	<b>Desirable</b>
Degree or relevant experience (c.5 years)	Degree in environmental field
	Professional development (e.g. chartered status of Environmental Management or similar).

#### **Skills & Abilities**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>To be enthusiastic and driven, with a proven track record in project management.</li><li>To be open-minded and business focused, with an organised and analytical approach to your work, including close attention to detail while working to tight deadlines.</li></ul>	
<ul style="list-style-type: none"><li>To be a great team player with excellent IT, data analysis/management, problem solving and communication skills.</li></ul>	

#### **Knowledge**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>Excellent knowledge and extensive experience of managing local authority waste management contracts (collection and processing in particular).</li></ul>	

Experience		
Essential		Desirable
<ul style="list-style-type: none"> <li>Proven contract management experience, with familiarity with all aspects of local authority commissioning and procuring of contracts.</li> </ul>		
<ul style="list-style-type: none"> <li>Significant experience of addressing operational issues and applying a strategic and risk based solution for future proofing.</li> </ul>		
Other		
Essential		Desirable
Completed by:	R Bisset	Date: February 2025