

Job Description

Job Title:

Strategic Liaison and Support Manager

Directorate:

Environment and Sustainable Transport

Grade:

SMRC

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality & Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall purpose of role

To give support and guidance to the Directors' of Environment from the four constituent Boroughs (Redbridge, Barking and Dagenham, Havering and Newham) ('The Directors of Environment') in all matters relating to the East London Waste Authority (ELWA) and other environmental services related projects arising. Additionally, working with senior local government officers across London and other stakeholders to develop proposals for projects for approval at Director-level.

To ensure that the ELWA's services and wider environmental service initiatives developed by the Directors' of Environment meet the requirements of the Directors of Environment. In many cases the need to deliver agreed initiatives will necessitate

representing the Directors of Environment at a senior level and directing senior local government officers as necessary.

Work across the ELWA and Constituent Boroughs to help shape the ELWA's circa £67m annual budget and its apportionment between the Constituent Boroughs through the complex levy and charging system. To also assist Boroughs in understanding changes to the ELWA's expenditure against budget and the effects on them through the levy and charging arrangements and provide challenge to the ELWA with regards budget setting, apportionment and monitoring. Further assisting both the ELWA and its constituent Borough to reach the appropriate balance between expenditure on waste collection and disposal to reduce costs overall whilst delivering other objectives.

Provide a key interface between the ELWA and its constituent Boroughs – notably in relation to the ELWA's procurement programme in relation to the replacement of the current PFI waste disposal contract. This work will include providing detailed and ongoing scrutiny of and challenge to the project to ensure that it delivers value for money and is on-schedule. Also to assist relevant stakeholders in constituent Boroughs to understand the project at a suitable level of detail.

Provide and otherwise ensure that effective processes and governance arrangements are in place so that the Directors' of Environment, Chief Executives and Members can effectively engage with ELWA-related matters and shared environmental services projects. This necessitates not only developing processes and governance arrangements but also influencing and monitoring those of other organisations-notably the ELWA.

Provide briefings and proposals and engage with Members, Chief Executives and senior officers to inform them and seek their views on matters relating to the ELWA and wider environmental services in East London.

To provide expert knowledge and advice on waste management services and any other environmental services as directed by the Directors of Environment.

To ensure that the Directors' of Environment are kept up to date with current and future environmental services policy, practices and legislation, and are fully aware of implications and best practice. This will include the procurement and management of external consultants, including the associated budgets, to consider the impact of service changes and policy change. Further, engaging at the local, regional and national level to develop and extend best practice in the interests of the four constituent Boroughs.

To engage with other stakeholders to shape waste policy and legislation relevant to the ELWA and four constituent Boroughs ('the East London Partnership') and local authority environmental services in line with the interests of the East London Partnership. As the interests of the East London Partnership are intertwined with those of other stakeholders and local government more widely, this will necessitate presenting policy and other positions on a wide platform and to a wide audience.

To ensure the East London Partnership works as effectively as possible by leading on issue resolution at all levels and by acting as the main liaison between member authorities.

To identify and lead in the development of joint working initiatives across the four constituent Boroughs and more widely to increase the efficiency and performance of local government environmental services.

Role context

1. To provide a key interface between the ELWA and constituent Boroughs at all levels and across all aspects including financial, operational, environmental, policy and stakeholder management. A particular focus of this will be providing scrutiny and challenge to the ELWA's procurement project and strategy.
2. Lead on the collaborative development and maintenance a long term waste management model encompassing waste collection and treatment and both the financial and environmental impact of that waste. Work with the wider Eorth London Partnership to assist all parties to understand their future costs, what they can do to reduce those costs and the potential impact of change in the wider context.
3. To provide long-term strategic support to the Directors' of Environment - recommending options for improving and maintaining effective services and engaging with Borough and ELWA Officers, Directors, Chief Executives and Members and Members to develop services in line with agreed objectives.
4. To develop, support and promote partnership working between the four constituent Boroughs to and deliver those opportunities whilst maximising the benefits to all parties.
5. To support the development, monitoring and delivery of high quality environmental services in the East London Partnership.
6. To ensure that the most appropriate suitable governance structure is in place at any given time for the effective engagement of the EastLondon Partnership Authorities on matters relating to the ELWA and joint environmental services initiatives.
7. To provide professional advice to Borough and ELWA Officers, Directors, Chief Executives and Members on relevant areas of environmental services.
8. To keep up-to-date with current and future environmental services practices and legislation, including the interaction between the various components within and between service areas, and share this knowledge and information as appropriate.

9. To engage with external stakeholders to shape environmental services best practice, policy and legislation in line with the interests of the Eorth London Partnership.
10. To be aware of best practice in relation to environmental services and support the development of innovative solutions, including developing interactions between different services, to improve performance.
11. Produce high quality briefings, presentations and papers drafted appropriately to the relevant audiences (ranging from senior politicians to junior local government officers or the public) as appropriate.
12. To represent the constituent Boroughs at a senior level. Including at meetings and through other contacts with Government, the GLA, other local authorities and public bodies and the general public as required.
13. To actively seek to resolve issues and mitigate risks ensuring the successful delivery of environmental services in Eorth London.
14. To develop, lead and contribute to other programmes and projects as agreed.
15. To ensure systems are in place to support all authorities and members from those authorities.
16. To analyse complex data to understand performance issues, determine root causes, develop solutions and support delivery as appropriate.
17. To ensure robust stakeholder management is in place to support the strategic partnership in achieving its objectives and to ensure awareness of achievements.
18. To identify and develop opportunities for external funding to support initiatives, develop proposals to obtain additional funding.
19. To identify opportunities for awards and support the submission of bids.
20. To develop and implement a communication strategy, addressing both internal and external audiences, using different channels/mediums, identifying improvements and developing solutions.
21. To support and manage the development and implementation of cross cutting policies, projects and initiatives.

Tasks and Accountabilities (all Tier 3 posts)

Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Strategy

- To direct and keep under review the Borough Corporate Plans, division specific service strategies and the divisional service plans in order to ensure that the ELWA Councils fulfil their duties and delivers the agreed aims and outcomes
- To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes.
- To work creatively to develop ways of sharing good and innovative practice at a local sub regional and national level.
- To contribute fully to the development and implementation of all corporate strategies and the ELWA Council's vision and to act as a major project or programme Senior Responsible Owner to lead and ensure the implementation of specific corporate projects as required.
- To actively develop and promote the ELWA Council's vision and values through personal leadership to ensure they are delivered throughout the organisation.

Service quality

- To deliver on appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the division.
- To build effective partnerships and communication strategies in order to harness effectively the public, private, voluntary sector and community resources that can help to deliver the ELWA Council's vision.
- To be one of the ELWA Council's (officer level) representatives in partnerships.
- To work collaboratively with the trade unions on matters of mutual interest to improve services and solve problems in a coherent and integrated manner.
- To promote a positive public image of the ELWA Councils.
- To provide high level strategic direction and policy advice to the ELWA Councils Chief Executives, Corporate Management teams, the Mayor / Leaders, Cabinet, Overview and Scrutinies, all Members and Full Councils.

Performance

- To manage and regularly monitor work programmes, budgets, performance indicators and quality targets to ensure that the services in the division meet agreed objectives, key performance indicators and income targets.
- To provide the ELWA Councils, with appropriate reports and professional advice to enable them to discharge their functions in an effective and efficient way, and to display the highest standards of ethical governance.

- To performance manage specific services in the division, building a valued, confident, developed, agile, empowered and innovative workforce.
- To uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
- To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.
- To ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and Safety.

Resource Management

- To participate in the overall ELWA Councils budget setting process and once agreed, work within that set budget to deliver the required outcomes in a way that delivers value for money both residents and the Council.
- To plan and keep under review the services within the division to control the budgets within it, manage risk effectively and ensure accountability.
- To lead the service to operate in the most cost effective and efficient way, driving a continuous improvement mind set among staff.

Leadership and Culture

- Drive improvement in customer and community focus, performance, productivity, budget, managerial efficiency and workforce changes to deliver improved outcomes for the people of East London Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.
- To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
- To ensure that all services are maintained to the required standards as directed by business continuity and resilience policies.
- To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
- To work evenings, weekends and occasional public holidays, in order to meet service requirements as required.

- This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. The individuals holding this post cannot have any active political role. Politically restricted employees are prohibited from:
 - standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
 - canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and
 - speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party.

Personal Specification

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Directorate:

Environment and Sustainable Transport

Grade:

SMRC

Important Information for applicants

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
QUALIFICATIONS Educated to degree level or equivalent level of work experience at a senior level relevant to the field. Evidence of continuing professional/management development.	Application form/Certificate Application form/Certificate
KNOWLEDGE/EXPERIENCE: Appreciation of major reforms and best practice relating to service area. Comprehensive knowledge of issues/challenges for the service, nationally/regionally and locally. Track record of successfully delivering complex programmes or projects relating to the service area.	Application form/ Interview Application form / Interview Application form / Interview

Knowledge of current issues and statutory and regulatory requirements for service area.	Application form / Interview
People management at an organisational level including motivation, performance and capability.	Application form / Interview
Providing strategic leadership and maximising efficiency, with an appreciation of different delivery models to improve performance.	Application form / Interview
Commissioning or delivering operational services.	Application form / Interview
Effective Partnership working.	Application form / Interview
An appreciation of transformational change in a complex organisation.	Application form / Interview
Experience of the application and development of Digital solutions in a changing environment.	Application form / Interview
Experience in managing budgets, financial information and the budget setting process.	Application form / Interview
Understanding, appreciation and working within the political context and environment.	Application form / Interview
SKILLS AND ABILITIES:	
Ability to plan and work towards a long term strategic vision and translate that vision into reality.	Application Form/Interview
Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure the performance of the service.	Application Form/Interview
Ability to use management information to judge service performance and to devise and implement service improvement strategies.	Application Form/Interview
Ability to translate corporate policies into tangible service improvements.	Application Form/Interview
Ability to contribute to corporate projects on behalf of the Service.	Application Form/Interview

An ability to manage a large regulatory public service and to devise innovative solutions to service delivery.	Application Form/Interview
An ability to assess the impact of legislative or administrative changes affecting the service including health and safety issues and to proactively implement changes to comply with those requirements.	Application Form/Interview
Ability to listen and respond sensitively to the needs of the community and structure the service around the needs of customers.	Application Form/Interview
Ability to build effective and productive working relationships with colleagues.	Application Form/Interview
Ability to manage, lead and motivate staff and foster their development.	Application Form/Interview
To relate and work with people at all levels	Application Form/Interview
OTHER SPECIAL REQUIREMENTS Basic Disclosure Scotland check	Satisfactory clearance at conditional offer stage
Willingness and ability to work occasional evenings and weekends to maintain service delivery.	Application Form/Interview
Politically Restricted Posts The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub committee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.	Application Form/Interview