

Assistant Greenspace and Street Cleansing Contract Manager

Role Profile

Service:	Highways, Transportation and Environment – Place Directorate
Band:	Career grade Bands 8 – 10 (Appointment and progression will be based upon experience, evidenced development portfolio and required competency levels)
Reporting to:	Greenspace and Street Cleansing Contract Manager
Responsible for:	No direct reports



TRAFFORD
COUNCIL

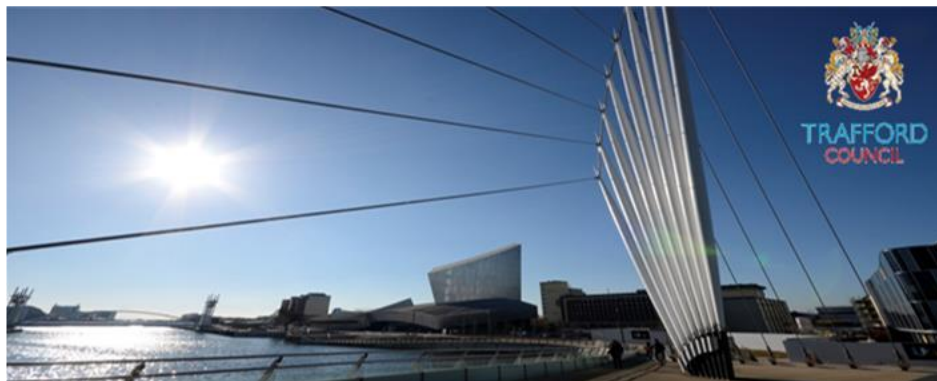
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

This role sits within the Highways, Transportation and Environment Department within the Place Directorate. The department undertakes a client role within the One Trafford Partnership (OTP) alongside Amey, the service provider. Within the greenspace and street cleansing remit, the partnership covers parks and greenspaces maintenance, volume grass cutting, street sweeping, weed spraying, litter and fly-tipping removal, maintenance of cemeteries including gravedigging. Within the client team structure, there is also a tree unit team which monitor and inspect Council trees on Council land and manage the associated risk for the Council.

Your Main Priorities

- Assist and deputise for the Greenspace and Street Cleansing Contract Manager (as required) in the management, development and continuous improvement of greenspace and street cleansing contracts, ensuring value for money, compliance and high-quality service delivery.
- Monitor service, financial and operational performance, ensuring compliance with contractual requirements, legislation, policies and agreed standards.
- Represent the Council and work collaboratively with service providers, elected members, partners, residents and local communities to resolve issues, improve services, deliver positive environment outcomes and support the strategic objectives of the One Trafford Partnership.
- Support the planning and delivery of improvement initiatives, projects and investment programmes that enhance parks, greenspaces, street cleansing services and the public realm.

Key duties

Band 8

- Manage day-to-day operational risks within defined procedures, implementing appropriate mitigation measures and escalating significant risks and issues where required.
- Support the effective delivery and performance management of greenspace and street cleansing services through an intelligent client approach.
- Monitor service provider performance against contractual standards, KPIs, statutory requirements and agreed service plans, ensuring issues are identified, addressed and escalated where required.
- Coordinate and undertake contract monitoring, compliance reviews, inspections and supplier audits, identifying risks, opportunities and performance issues and ensuring appropriate corrective action is taken.
- Analyse and report on service performance data, highlighting trends, variances, and areas for improvement.
- Monitor expenditure and financial commitments against allocated budgets, validate payments in accordance with contractual mechanisms and support effective budget management.
- Monitor compliance with health and safety requirements, ensuring risk assessments and method statements are current and effective.
- Assist with the delivery of capital projects within parks and green spaces, supporting the project lead to ensure that deadlines are met and schemes are delivered on time, within budget and in accordance with council policies.
- Support the preparation of service reports, performance updates, and briefings for senior management and elected members.
- Investigate and respond to complaints, enquiries, and service issues, implementing appropriate solutions and corrective actions.
- Ensure compliance with relevant legislation, council policies, financial regulations, and best practice whilst providing support across the wider service as required.
- Develop and maintain positive working relationships with service providers, councillors, community groups, and other key stakeholders.
- Undertake any other duties commensurate with the grade.

Band 9 (in addition to the above)

- Challenge contract underperformance and lead the development, implementation and monitoring of improvement plans to secure service improvements, efficiencies and best value outcomes.
- Lead the delivery of capital projects within parks and green spaces, managing projects from inception through to completion, including stakeholder engagement, ensuring schemes are delivered on time, within budget and in accordance with council policies.
- Develop, implement, and regularly review Council policies, strategies, and procedures relating to greenspace and street cleansing services in partnership with the Service Provider.
- Build and maintain strong, productive relationships with elected members, service providers, communities, and key stakeholders to ensure services meet organisational and customer expectations.

- Lead engagement and negotiations with the Service Provider to secure service improvements, efficiencies, innovation and enhanced customer outcomes.
- Produce and present performance, progress, and contract management reports, providing clear analysis and recommendations to support decision-making.
- Manage significant contractual, commercial and operational risks and make recommendations to senior management.

Band 10 (in addition to the above)

- Ensure the Council fulfils its obligations under the Partnership Agreement, providing effective contract governance and strategic oversight of service delivery.
- Provide strategic leadership for a portfolio of capital projects across parks and green spaces overseeing programme development, governance, partnership working and risk management. Ensure the successful delivery of projects that support corporate priorities, maximise external investment and deliver long-term environmental, community and economic benefits.
- Lead the preparation, management, and monitoring of service budgets, working closely with Finance to ensure robust financial planning, forecasting, and control.
- Oversee the review and validation of financial and performance data provided by the Service Provider, ensuring accurate budget monitoring, financial accountability, and timely reporting.
- Work collaboratively with the Service Provider to maximise innovation, efficiency, and continuous improvement opportunities, delivering enhanced service outcomes and value for money.
- Prepare and present reports, briefings, and recommendations to Committees, Council meetings, Friends of Parks, and senior stakeholders, supporting effective decision-making and accountability.
- Take accountability for service performance, contractual outcomes and delivery of Best Value, driving continuous improvement, innovation and efficiency across greenspace and street cleansing services.
- Provide strategic and professional advice to Directors, Executive Members, Committees and senior leadership on complex contractual, operational, environmental and service delivery matters.
- Deputise for the Greenspace and Street Cleansing Contract Manager as required, including overseeing operational matters and coordination of staff where required during periods of absence.

Qualifications and Professional Development

Band 8:

- Educated to degree level or equivalent demonstrable experience in street cleansing or greenspace role
- Evidence of continuous personal and professional development

Band 9 (inclusive of above):

- Membership of an appropriate professional institution or equivalent demonstrable experience, together with evidence of continuing professional development in contract, commercial or leadership disciplines

Band 10 (inclusive of above):

- Chartered status or equivalent demonstrable experience operating at this level

Experience and Knowledge

Band 8:

- Experience of working within greenspace, street cleansing, environmental services, or a related operational service area
- Experience of delivering high-quality, customer-focused services and maintaining performance standards
- Knowledge of greenspace, street cleansing or comparable frontline environmental services and associated service delivery models
- Knowledge of contract management, performance monitoring and service improvement principles
- Knowledge of relevant legislation, health and safety requirements, policies and codes of practice relating to service delivery
- Experience of analysing performance information and using data to support decision making and service improvements
- Understanding of project delivery principles and experience supporting operational or capital projects
- Experience of working effectively with contractors, service providers or multiple stakeholders to achieve service outcomes

Band 9 (inclusive of above):

- Specialist knowledge of greenspace and street cleansing services, including relevant legislation, industry standards and best practice
- Significant experience of managing contract performance and driving service improvements within a complex operational environment
- Experience of developing, implementing and reviewing policies, procedures or service improvement initiatives
- Experience of managing capital projects from inception through to delivery
- Knowledge of financial, commercial and contractual frameworks including performance and value-for-money considerations
- Experience of working with elected members, communities, contractors and external partners

Band 10 (inclusive of above):

- Substantial experience of managing large-scale service contracts, strategic partnerships or outsourced service arrangements within a complex environment
- Significant experience providing strategic oversight of service performance, governance and contract compliance
- Experience developing and implementing service, operational or investment strategies which support organisational objectives
- Substantial knowledge of financial planning, budget management, efficiency programmes and resource optimisation
- Experience leading complex negotiations and managing high-profile stakeholder relationships
- Experience overseeing major capital programmes or portfolios of projects
- Knowledge of governance, procurement, contract management and partnership frameworks relevant to local government service delivery
- Experience deputising for senior managers and providing professional advice to senior leaders and elected members

Skills and abilities**Band 8:**

- Skills using ICT systems and performance management tools, including spreadsheets, presentation software and word processing
- Effective communication skills: able to present information clearly to a wide range of stakeholders, prepare reports and respond to enquiries and complaints
- Ability to build and maintain effective working relationships with people at all levels both within and outside the organisation
- Strong problem-solving skills: able to identify issues, risks and opportunities and implement appropriate solutions

- Strong analytical skills: able to interpret data, specifications, and standards relating to greenspace and street cleansing services, identify trends and make recommendations
- Strong organisational and time management skills: able to manage competing priorities and deadlines
- Ability to monitor and evaluate service and contractor performance against agreed standards and targets and contribute to service improvements

Band 9 (inclusive of above):

- Ability to challenge underperformance and negotiate service improvements with contractors and partners
- Ability to develop and implement practical solutions to complex operational issues
- Strong stakeholder management and influencing skills
- Ability to produce and present clear reports, recommendations and business cases
- Ability to manage contractual, operational and reputational risks
- Strong project management and coordination skills
- Ability to lead cross-functional workstreams and collaborative initiatives

Band 10 (inclusive of above):

- Ability to provide strategic leadership and direction across contract and partnership arrangements, translating organisational priorities into service delivery outcomes
- Ability to oversee multiple priorities, programmes and projects within a changing environment
- Strong commercial and financial management skills: able to evaluate and mitigate risk and opportunities, challenge performance and secure best value
- Ability to influence and negotiate successfully at senior management, contractor and stakeholder level
- Proven ability to lead and manage change, driving innovation, service transformation, continuous improvement and best-value outcomes
- Strong decision-making skills: able to exercise sound judgement on complex operational, financial, contractual and strategic matters
- Ability to communicate complex information and recommendations to senior leadership teams, committees, and elected members
- Ability to deputise for the Greenspace and Street Cleansing Contract Manager, including overseeing operational matters and coordination of staff where required during periods of absence

Special Conditions

- Full, valid, clean UK driving licence with access to own vehicle insured for business use
- Willing and able to travel to sites within the Trafford Borough
- Willing and be able to attend meetings outside of normal core hours

Date prepared/revised	New role – 14/10/2026
Prepared/revised by	H Ashcroft / R Pollard
Job Evaluation	14/10/2026

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance