
Your job

Job Title: Service Manager Street scene, Street Cleansing and Green Space

Service: Resident Services

Grade: 14

Reporting to: Assistant Director – Environmental Services and Operational Development

This is a key role leading on the strategic development of our Street Cleansing, Green spaces and Parks Service, developing a sustainable and cost-effective business model that delivers quality services in line with Wigan Council's key strategic priorities.

You will lead the service through an exciting new transition – bringing in new technology to modernise the service and re-shaping how we deliver services to best meet the needs of Wigan's communities. You will be willing to challenge existing ways of working to identify and implement transformational change, innovation, and continuous service improvement.

You will provide strategic direction to ensure a cleaner, greener and safer environment by leading the teams that provide some of our key frontline services including: - grounds and parks maintenance, arboriculture services and play area maintenance.

You will connect and collaborate with internal services and external partners to develop service delivery models that meet current demand whilst retaining quality and effectiveness. It is also important that the service also encourage self-reliance in communities whilst ensuring the health and wellbeing of residents, and contributing to safe, accessible and vibrant town centres.

As the Service Manager you will have overall responsibility for ensuring that services are delivered in accordance with statutory requirements and all relevant policies and procedures; and will ensure effective financial and service performance reporting.

A key part of this role will be to provide strategic leadership and identify opportunities that contribute to wider corporate initiatives which support the delivery of the Council's Progress with Unity missions.

The nature of this role will require excellent interpersonal skills to allow you to be able to work with a wide range of internal and external partners and stakeholders to develop and deliver initiatives that support the delivery of key priorities. Operating seamlessly at local, regional and national level you will be instrumental in embracing and securing the positive benefits for the borough.

As a Service Manager you will lead by example and always embody the Team Wigan behaviours, being passionate about providing excellent services.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Lead with the project team the implementation of new asset management system, rolling out mobile working that connects frontline teams to better manage Council's assets, improve performance management and connect frontline teams directly to residents
- Undertake a full-service review to ensure future service delivery is efficient, aligned to resident priorities and financially sustainable

- Review and implement effective data management systems to successfully measure and evaluate the services provided and achieving key performance indicators across all services
- Lead the review and development of the services policies, strategies and plans and contribute to the wider annual service planning process in line with the Council's New Era and key performance objectives, priorities and quality assurance principles
- Ensure that the Services Business Plan and the Service Efficiency (Financial) Plan are fully delivered

On an ongoing basis you will:

- Have overall responsibility for the efficient and effective delivery of the Street Cleansing and Green Spaces Services in line with relevant strategies and service plans, ensuring that they meet their statutory duties and obligations across the full range of service delivery.
- Ensure the development and review of service plans that reflect best practice and that enhance the service through creative thinking, service innovation and by utilising the latest IT/digital solutions.
- Develop, recommend, and implement specific service policies and procedures that maximise efficiency and encourage self-reliance.
- Ensure that appropriate systems are in place to monitor key business performance indicators and implement appropriate and timely measures to respond to both positive and negative variations in performance.
- Work in partnership with a wide range of internal and external partners and stakeholders, including Elected Members and external organisations including Greater Manchester Combined Authority etc to develop strategies and initiatives aimed at engaging communities and local businesses to ensure the effective delivery of service and key GMCA and Corporate priorities.
- Embed a framework to drive continuous performance management culture, including Lean Reviews, Workforce Reform, and external benchmarking initiatives.
- Ensure that the Street Cleansing and Green Spaces Services meet performance, financial and income generation targets whilst maintaining the reputation of the Council.
- Prepare, monitor, and review relevant plans and programmes as required to ensure that budgets are well managed and that agreed service outcomes are achieved.

- Actively promote a positive, enthusiastic, and supportive workplace culture, through effective leadership, and by embedding the Team Wigan Behaviours.
- Create a learning culture by providing coaching, mentoring and development opportunities to enable others to reach their full potential.
- Prepare and present reports to senior managers, Cabinet, Committees, Sub Committees or Panels of the Council or relevant outside bodies, as required.
- Identify and implement service innovation that supports our Progress with Unity missions.
- Be aware of developments within the specific service sectors and ensure that staff, senior managers, and elected members are kept appropriately informed and advised.
- Lead by example, and set standards of performance and conduct, taking appropriate corrective action including formal disciplinary actions, where necessary.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A relevant professional, academic, or management qualification relevant to the requirements of the role.
- Extensive and demonstrable experience of ability to manage at a Service Level in a related service environment.
- Significant experience of effectively managing change and implementing service improvements.
- Experience of successfully developing and implementing service/business plans, including associated financial/budgetary considerations.
- Experience of effectively working across organisational boundaries and developing partnerships at a local and regional level.
- Experience of advising and building effective working relationships with Elected Members, Contractors and Suppliers.
- Knowledge of Local Authority culture, procedures, and systems, including awareness of the political environment.

- Effective leadership skills and evidence of displaying the Team Wigan behaviours.
- Experience in resolving complex problems and facilitating change sensitively.
- Experience of effective project management skills and the ability to lead and deliver key projects and programmes on time and within budget.
- Ability to represent the Council externally, both professionally and in ambassadorial capacity.
- Demonstrate the ability to travel as required using own or public transport.

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”