

Job Description



Job Title: Business Development Manager	Service Area: Commercial Waste	
Directorate: Environment and Sustainable Transport	Post Number:	Evaluation Number: 7168
Grade: PO7	Date last updated:	

EQUALITY AND 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.

Overall Purpose of Job

The role of the Business Development Manager is to have overall responsibility for all Strategic Planning, commissioning and the promotion of a profitable Commercial Waste Service, ensuring that a robust business plan is developed and implemented following a business analysis process to identify opportunities and weaknesses within the current delivery model. Expand the customer base with fit for purpose contracts and manage the delivery of a reliable service, in an effective, efficient and competitive manner, to maximise income generation.

Responsible for the management of the Commercial Waste Team ensuring the service is promoted and delivered in an efficient, effective, competitive and customer orientated manner that fulfils the Council's commitment to the improving the cleanliness of the borough.

Job Context

The post holder reports to the Head of Environmental Quality, Policy and Commissioning

1. The post holder has line management responsibility for 5-10 members staff including the Commercial Waste Team Leader.
2. The post holder will have direct line management responsibility for the Commercial Waste Team while the Team Leader is on Maternity Leave.
3. The post holder will be responsible for analysing the current service, developing and delivering a business plan to maximise income generation and reduce spend.
4. The post holder has budget responsibility for Commercial Waste income of between £2-£2.5 million.
5. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
6. The post holder has specific Health and Safety responsibilities in respect of staff who work inside and outside of the office.

Key Tasks and Accountabilities:

Key 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.

To undertake all responsibilities listed below:

1. To have responsibility for the production and implementation of a long-term Commercial Waste business strategy and action plan in a manner and format that meets both corporate, service and income requirements.
2. To ensure any changes are in line with Corporate and Directorate plans, policy and objectives included the Waste and Street Cleansing Strategy, future Green Fleet strategy and carbon Just Transition Strategy and abide with the East London Waste Authority disposal contract.
3. To be fully responsible for the management of all staff in the Commercial Waste Team, including the formulation and prioritisation of work programmes and establishing and achieving realistic targets. The development and implementation of training plans, appraisals, and ensure compliance with HR policies

4. To provide leadership and direction to the team by setting clear service goals and performance standards
5. To be responsible for providing a high quality commercial waste function and monitoring of commercial waste operations
6. To achieve additional income, identify and utilise external funding opportunities and reduce spend where required through the use of proper cost control methods
7. To prepare, monitor and manage the service budget. To conduct an annual review of the commercial waste charges and recommend revised rates.
8. To ensure that performance standards are met for the delivery of the Commercial Waste Service and that the service continually provides value for money.
9. To Understands and drive a performance management framework that connects strategic intentions and plans to the performance of individuals, SLA's and contracts.
10. To be responsible for the service's performance-monitoring and improvement delivery, including reporting arrangements to drive performance.
11. To establish and lead a strong performance culture and effective performance and service quality evaluation that involves driving up standards and performance
12. The post holder will be responsible for the management, monitoring, review and reporting of budgets assigned to the Business Development Manager. Specifically they will be responsible for ensuring
 - That budgets are effectively agreed by the provision of advice on budget information
 - That income is profiled and targets are achieved.
 - That spend is profiled, and all expenditure and procurement is in accordance with standing orders and corporate guidance.
13. To work with Community Safety the Enviro-Crime Team and other Enforcement services available to the Council in establishing work programmes to tackle environmental crime and waste offences.
14. Ensure effective partnership working with other Council colleagues, Members and agencies to develop opportunities and support the work of the wider Council.
15. To be responsible for the development, monitoring, operation and review of the computer information systems and to ensure that such systems are fully utilised.

16. Lead on waste education and awareness campaigns in connection with commercial waste including the introduction of commercial food waste and additional dry recyclable materials and participate in corporate projects
17. To oversee the management of the services' vehicles. Investigate and minimize vehicle accidents, monitor fuel consumption and minimise the cost of running vehicles.
18. To take the lead in ensuring that adequate arrangements are in place to deal with unexpected emergencies within the service. To undertake any duties required under the Council's Emergency Plan. To develop Risk Assessments and Service Continuity Plans.
19. To be responsible for the preparation, maintenance, review, monitoring and adherence to Service Level Agreements that are in force or are required by the team.
20. To formulate policy and relevant departmental improvements procedures.
21. To ensure work is carried out safely and in accordance with Council's Policy on Health & Safety at Work, the relevant codes of safe working practice, and appropriate legislation.
22. To prepare and take full responsibility for all relevant Health & Safety within Commercial Waste Management.
23. To prepare and present information for the Commercial Waste service when required to Director/Corporate Director, Mayoral Briefings, Cabinet and Mayoral Proceedings presentations and reports.
24. To be the Council Lead on Commercial Waste.
25. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements
26. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.
27. To balance the competing and complex needs of an income driven council service

Personal Specification



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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
<p>EQUALITY AND 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.</p> <p>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.</p>	
<p>KNOWLEDGE: Thorough knowledge and experience of managing commercially driven services.</p>	Application Form/Interview

Up to date professional expertise in waste or relevant discipline.	Application Form/Interview
Knowledge of waste collection operations.	Application Form/Interview
A demonstrable understanding of managing resources efficiently and effectively.	Application Form/Interview
Understands and can drive a performance management framework that connects strategic intentions and plans to the performance of individuals	Application Form/Interview
Knowledge of Budgets and Cost Centre Management	Application Form/Interview
EXPERIENCE:	
Experience of business analysis, strategy setting and creation and delivery of business plans	Application Form/Interview
A proven track record of developing, co-ordinating projects and programmes in commercial waste.	Application Form/Interview
Demonstrable evidence of improving commercially viability of services.	Application Form/Interview
Experience of managing services and external contractors/agencies.	Application Form/Interview
Proven track record of staff management	Application Form/Interview
Experience of successfully managing staff, including the ability to motivate staff to a high level of performance.	Application Form/Interview
Experience of translating plans into reality and a history of achieving results.	Application Form/Interview
Experience of budget preparation and monitoring	Application Form/Interview
Experience of and or ability to manage the teams' client role across	Application Form/Interview

<p>a range of council functions and external contractors/agencies.</p> <p>Experience of establishing and leading a strong performance culture and effective performance and service quality evaluation that involves driving up standards and performance</p>	
<p>SKILLS AND ABILITIES:</p> <p>Ability to communicate clearly in writing and verbally with colleagues and external partners.</p> <p>Ability to be proactive in understanding future service requirements and implement successful change.</p> <p>A strong customer focus and the ability to inspire confidence with elected Members, colleagues and people in the community.</p> <p>Ability to prepare accurate and meaningful reports relating to commercial waste matters.</p> <p>Ability to accurately forecast, manage and report budgets.</p> <p>Ability to use ICT software packages for the day to day operations of the service.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to focus on residents and customer outcomes.</p> <p>Ability to working together and in collaboration.</p> <p>Ability to lead change and take responsibility for own actions.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>Ability to gain and share best practice.</p> <p>Persuasive, persistent, polite but determined.</p> <p>Friendly, open, style that inspires confidence and trust with people at all levels.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p> <p>Current / Full Driving Licence</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>