

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: Environment and Communities

SERVICE: Operational Services

POST TITLE: Streetscene Manager

GRADE: PO2

REPORTS TO: Operations Manager

RESPONSIBLE FOR: Street Scene Team Leaders

JOB SUMMARY

1. To lead, manage and coordinate the effective day-to-day delivery of the Council's Greenspace and Street Scene services, ensuring services are safe, efficient, responsive, customer focused and delivered to agreed standards.
 2. To provide operational leadership across the service area, managing Team Leaders, Supervisors and frontline teams while ensuring resources, vehicles, plant, equipment and employees are deployed effectively.
 3. To work closely with the Operations Manager to support service planning, performance management, budget monitoring, workforce management and continuous improvement.
 4. To provide visible leadership across operational sites and within the community, ensuring high standards of service delivery, health and safety, employee performance and customer satisfaction.
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MAIN DUTIES AND RESPONSIBILITIES

Operational Delivery

1. Manage and coordinate the day-to-day delivery of Greenspace and Street Scene operations, ensuring services are delivered efficiently, safely and in accordance with agreed service standards.
2. Support the Operations Manager in the development and implementation of service improvement plans, operational policies, procedures and service transformation initiatives.
3. Translate strategic and service objectives set by the Operations Manager into clear operational plans, work programmes and priorities for Team Leaders, and frontline employees.
4. Ensure appropriate deployment of employees, vehicles, plant and equipment to meet operational requirements and respond to changing service pressures.
5. Monitor workloads, productivity, attendance, service performance and completion of scheduled work, taking corrective action where required.
6. Ensure appropriate arrangements are in place for planned, reactive and seasonal activities, including grounds maintenance, grass cutting, horticultural works, street cleansing, litter removal, weed control and other associated environmental services.
7. Respond effectively to operational incidents, service disruption, adverse weather, emergency work and other unforeseen circumstances.
8. Work closely with the Depot and Transport Manager to ensure vehicles, machinery, plant and equipment are available, maintained, inspected and fit for operational use.
9. Identify opportunities to improve routes, schedules, working practices, resource deployment and service efficiency.
10. Exercise stewardship of the highest order in relation to budgets and other resources in pursuance of the Council's aims and objectives and in accordance with the Council's Standing Orders and Financial Regulations, including the co-ordination, production, management and monitoring of the service's budget and performance.
11. Act as the Operational Services point of contact for emergency planning and response, including severe weather, flooding and other civil contingencies, coordinating service resources and liaising with the Council's Emergency Planning team and partner agencies as required.

People Management and Supervision

1. Provide effective leadership and management to Team Leaders and operational employees.
2. Ensure Team Leaders understand their responsibilities, performance expectations and required service standards.
3. Manage employee performance through regular supervision, performance discussions, operational briefings and appropriate management action.
4. Promote a positive, professional and accountable working culture, ensuring employees demonstrate appropriate standards of conduct, attendance and behaviour.
5. Manage attendance, sickness absence, return-to-work processes, capability and employee conduct in accordance with Council policies and procedures.
6. Support formal employee relations processes including investigations, disciplinary matters, grievances and capability procedures where required.
7. Ensure appropriate staffing levels are maintained and lead recruitment, selection, induction and retention activity.
8. Identify training, development and competency requirements across the service and ensure appropriate arrangements are implemented.
9. Ensure employees receive appropriate toolbox talks, operational briefings, safety information and service updates.

Health, Safety and Compliance

1. Promote a strong health and safety culture across the service, ensuring managers, supervisors and employees understand and discharge their individual responsibilities.
2. Ensure suitable and sufficient risk assessments, method statements and safe systems of work are in place, communicated and reviewed as required.
3. Ensure employees are appropriately trained, competent and authorised to operate vehicles, machinery, plant and equipment.
4. Monitor compliance with personal protective equipment requirements and other operational control measures.

5. Ensure accidents, incidents, near misses, damage and health and safety concerns are reported, investigated and appropriately managed.
6. Work closely with the Depot and Transport Manager regarding vehicle compliance, daily checks, defect reporting, maintenance requirements, vehicle availability and safe operation.
7. Ensure appropriate arrangements are maintained for areas such as HAVS, COSHH, manual handling, machinery safety and other relevant occupational risks.

Customer Focus and Service Standards

1. Ensure Greenspace and Street Scene services are delivered to agreed customer, environmental and quality standards.
2. Promote a strong customer-focused culture across the service.
3. Ensure customer enquiries, complaints and service requests are investigated and responded to promptly and professionally.
4. Identify recurring service issues and implement appropriate corrective and preventative action.
5. Liaise with residents, elected members, internal departments, contractors and external organisations as required.
6. Monitor standards across public spaces, highways, streets, parks and other relevant areas and take action where performance falls below expectations.
7. Ensure Team Leaders carry out appropriate quality inspections and address performance issues at the earliest opportunity.
8. Use customer feedback, complaints, performance data and service inspections to identify opportunities for improvement.
9. Represent the service professionally when dealing with members of the public and other stakeholders.

Systems, Records and Reporting

1. Ensure accurate operational records are maintained across the service area.
2. Ensure relevant digital systems and service management systems are used consistently to record work activity, inspections, service requests, defects and operational performance.
3. Monitor performance information and key performance indicators and provide reports to the Operations Manager as required.

4. Maintain appropriate records relating to attendance, overtime, agency usage, training, employee competency, accidents, inspections and operational compliance.
5. Ensure Team Leaders complete required records accurately and within agreed timescales.
6. Analyse operational information to identify trends, service pressures, productivity issues and opportunities for improvement.
7. Produce reports, dashboards, briefings and other management information as required.
8. Ensure information is managed in accordance with Council information governance, GDPR and data protection requirements.
9. Support the development and effective use of digital systems to improve service planning, monitoring, accountability and efficiency.

Budget and Resource Management

1. Support the Operations Manager with the monitoring and management of budgets within the Greenspace and Street Scene service areas.
2. Monitor operational expenditure and identify areas of pressure, overspend or potential efficiency.
3. Support effective control of overtime, agency usage, materials, fuel, plant, machinery and other operational costs.
4. Ensure resources are deployed efficiently and provide appropriate challenge where expenditure or resource usage is higher than expected.
5. Provide information to support budget forecasting, service planning and financial monitoring.
6. Contribute to the preparation of business cases, procurement exercises and investment proposals relating to vehicles, plant, equipment and service development.
7. Ensure employees with delegated responsibilities understand and comply with relevant financial and procurement procedures.

Issued: September 2026