



Head of Neighbourhood Services



At the Vale of Glamorgan Council, we are committed to fostering a culture that embodies our core Values of Open, Ambitious, Together and Proud. We are on a mission to continually transform the way in which we seek to protect and enhance key services for our diverse community.

As the Head of Neighbourhood Services at Vale of Glamorgan Council, you will play a pivotal role in leading the delivery of a core group of essential frontline services that directly impact the quality of life for residents. With a focus on waste management, highways, traffic management, leisure services, parks and recreation, and more, you will oversee the strategic direction and continued transformation of these vital functions whilst at the same time ensuring operational efficiency and continuous improvement.

Your responsibilities will include providing strong leadership to teams, ensuring compliance with legislative requirements, and fostering collaborative partnerships with stakeholders to achieve shared objectives. Additionally, you will drive forward the Council's transformation agenda, leveraging innovation and best practices to enhance service delivery and meet the evolving needs of the community.

This role offers an exciting opportunity to make a tangible difference to the lives of residents, while contributing to the overall success and sustainability of the Vale of Glamorgan Council. If you are a dynamic leader with a passion for service excellence and a commitment to driving positive change, read on and we would love to discuss in further detail how you could help us in shaping the future of neighbourhood services in our community.

Interviews will take place on 1 July 2024





About the Vale of Glamorgan Council

Welcome to the Vale of Glamorgan Council, a place where you can experience the perfect blend of a fulfilling work-life balance and a vibrant community. At the Vale of Glamorgan Council, we offer a rewarding work environment that aligns with our vision, culture, and values, while the county itself provides a backdrop of natural beauty, cultural heritage, and a profound feeling of belonging.

Nestled along the stunning coastline of South Wales, the Vale of Glamorgan offers a unique blend of natural beauty, rich heritage, and vibrant communities. From the picturesque countryside to the bustling town centres, this region boasts an unparalleled quality of life and a strong sense of community spirit.

Our success as one of Wales's top-performing local authorities is underpinned by our dedication to innovation and transformation. We embrace resourcefulness and collaboration to address the diverse needs and concerns of our communities.

As the Head of Neighbourhood Services at Vale of Glamorgan Council, you'll have the opportunity to work in one of the most desirable areas in the UK, renowned for its stunning landscapes, historic landmarks, and diverse leisure opportunities. With miles of pristine beaches, a vast array of flagship parks and recreation grounds, and a thriving cultural scene, the Vale of Glamorgan provides the perfect backdrop for delivering high-quality neighbourhood services that enhance the well-being and happiness of our residents.

As a public body, we take the long-term impact of our decisions seriously. We constantly consider how our actions will shape the future, ensuring the well-being of future generations. Our Well-being Objectives harmoniously complement one another, creating a synergy that propels us toward a brighter, more prosperous future for all.

Join us in our commitment to creating a cleaner, greener, and more vibrant community for generations to come. With our values of being open, together, ambitious and proud at the heart of everything we do, there has never been a better time to be part of the transformational journey taking place in the Vale of Glamorgan.



Our Values

We seek to embrace the core values of being open, together, ambitious and proud in everything we do.

At Vale of Glamorgan Council, our values are more than just words – they are the guiding principles that inform every decision we make and every action we take. As we embark on a journey of transformation and growth, it is essential that all members of our team understand and embody these values, particularly in roles as critical as Head of Neighbourhood Services.

AMBITIOUS:

We are forward thinking and seek to embrace new ways of working with our colleagues, partners, residents and those who do business in the Vale of Glamorgan. We invest in our future, whether that is the skills of our workforce, the assets that we utilise or our relationships with others. We value the trust placed in us by our community and are ambitious to delivery excellence in all that we do on their behalf.

As Head of Neighbourhood Services, you will be at the forefront of driving forward our ambitious agenda for change and improvement. By setting bold goals, challenging the status quo, and embracing innovation and creativity, you will lead the way in transforming our neighbourhood services to meet the evolving needs of our residents. With ambition as our driving force, there is no limit to what we can achieve together.

OPEN:

We foster an environment of transparency and accessibility. We believe in open communication, with ideas and information flowing freely. We encourage dialogue, active listening, and constructive feedback. By being open, we create a culture that values diverse perspectives and promotes collaboration, ensuring that everyone's voice is heard.

As the leader of Neighbourhood Services, you will be responsible for fostering a culture of transparency, accountability, and accessibility within your Service Area. By embracing openness in your decision-making processes, engaging with stakeholders openly, and actively seeking feedback from residents, you will ensure that our services are responsive to the needs of the community and built on a foundation of trust.

TOGETHER:

Collaboration is the cornerstone of our success. We believe that by working together, we achieve more. We foster a culture of teamwork, where individuals across departments and disciplines come together to tackle challenges, share knowledge, and leverage their collective strengths.

Neighbourhood Services are at the heart of our communities, and it is through collaboration and partnership that we can truly make a difference. In your role, you will work closely with colleagues across the council, external partners, community groups, and residents to deliver integrated and holistic solutions that address the complex challenges facing our neighbourhoods. By championing togetherness, you will create a sense of belonging and shared purpose that strengthens the fabric of our community.



Our Values (continued)

PROUD:

We take immense pride in serving the Vale of Glamorgan and its residents. We are proud of our achievements, the positive impact we make, and the dedication of our team. We celebrate our successes, both big and small, and recognise the efforts of our staff in delivering exceptional services. Our pride stems from our commitment to excellence, our contribution to the community, and our unwavering dedication to making a difference.

Our neighbourhoods are a source of pride for all who call the Vale of Glamorgan home, and it is our responsibility to ensure that they remain clean, safe, and vibrant places to live, work, and play. By instilling a sense of pride in your teams, celebrating their achievements, and showcasing the positive impact of their work on the community, you will inspire a culture of excellence and commitment to service delivery that elevates our neighbourhoods to new heights.

By embracing our values of Open, Ambitious, Together, and Proud, we cultivate a work environment that fosters trust, collaboration, and a sense of belonging. These values are not just for internal interactions—they extend to how we engage with everyone we work with and for. We are committed to upholding these values in all aspects of our work, ensuring that we build strong relationships based on integrity, respect, and shared achievements.



Our Future Plans

Embracing innovation and being open to new ideas and alternative ways of working will be a key consideration for the continued provision of front-line services for all Councils in Wales. The challenge is to directly deliver, or to enable the delivery of, high-quality services that our residents and visitors need and at optimum cost year on year. Our aim of creating sustainable, safe, clean and welcoming environments, able to be enjoyed by everyone, can only be achieved by working closely with our local communities. Engendering a shared responsibility for many of our service outcomes is the way forward for a range of front-line services in such challenging times and the successful candidate will take an important lead role in this transformation journey.

THE NEIGHBOURHOOD SERVICES TEAMS

Neighbourhood Services comprise a group of four interlinked operational service areas. These service areas feature large, high profile, front-line operations delivering various functions directly to citizens of, and visitors to, the Vale of Glamorgan. The term 'Neighbourhood Services' describes the nature of these services and how visible their performance is to the public. These services are:

• Neighbourhood Services Operations

Includes waste management, collection of waste and recycling, management of Household Waste Recycling Centres, Street Cleansing, Management of resorts and public conveniences as well as parks and grounds maintenance and highway maintenance and inspections.

• Neighbourhood Services Healthy Living

This area is responsible for leisure services, management of the Council's leisure centre contract with Legacy Leisure, sports development, community asset transfers, asset transformation and development, as well as community centres.

• Engineering

This team has responsibility for Traffic Management, Highway Development, Road Safety, Structures, Flooding, Coastal Protection, Construction and Design. The Service also deals with drainage matters and fulfils the statutory role of Sustainable Urban Drainage Approval Body (SAB) and Lead Local Flood Authority (LLFA) and develops flood management plans in accordance with the requirements of the Flood and Water Management Act.

• Transport and Fleet Management

This function consists of several dedicated teams. The Passenger Transport team are responsible for the provision of mainstream and additional learning needs school transport and public transport. The Fleet Management and Vehicle Maintenance team are responsible for providing vehicles and plant to internal Council departments and supported organisations, undertaking public MOTs and taxi vehicle checks and the running of the Council's community transport scheme, Greenlinks. The Enforcement team undertake enforcement activities including Civil Enforcement of Parking restrictions, the investigation of fly-tipping, fly posting, littering, waste management offences (commercial and residential), abandoned vehicles, dog



Our Future Plans (continued)

controls/fouling along with PSPO and Bye Law enforcement for offences such as fishing, swimming, camping or alcohol prohibitions. The Sustainable Transport and Active Travel team lead on active travel projects and infrastructure, bus stop improvements, electric vehicle charging points and larger transport projects.

There is an Operational Manager in post for each of the areas above and these managers report directly to the Head of Neighbourhood Services.

We would love to hear from you if you'd like to discuss this opportunity in more detail and look forward to receiving your application.

Miles Punter, Director of Environment and Housing

E-mail: MEPunter@valeofglamorgan.gov.uk Tel: 02920 673101



Head of Neighbourhood Services

Role Profile

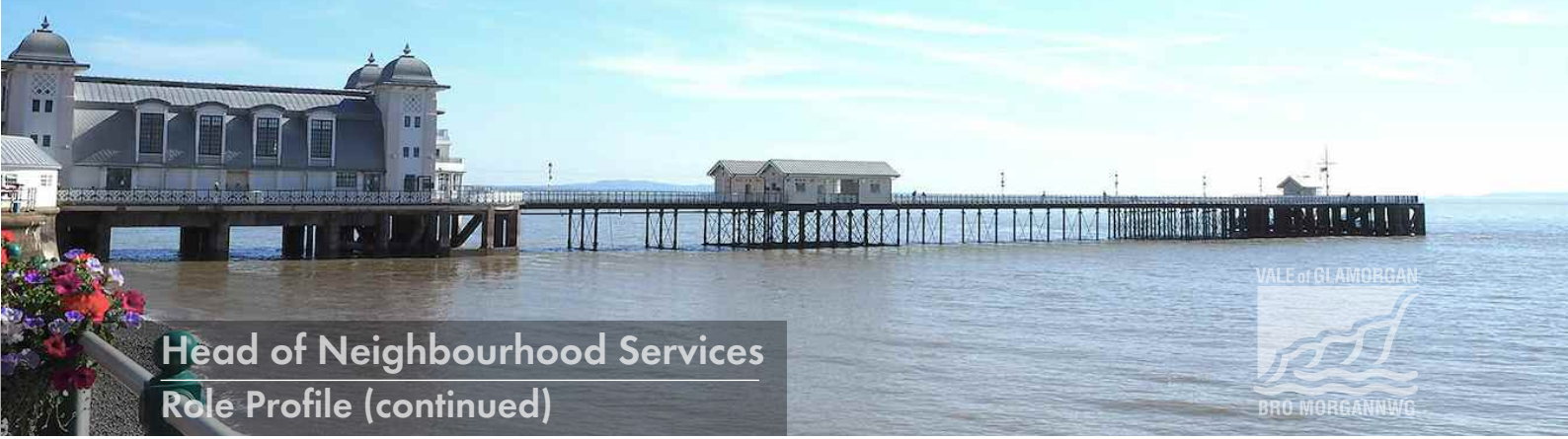
Job Title	Head of Neighbourhood Services
Post Reference	E-EHS-NT001
Grade	Head of Service
Directorate	Environment and Housing
Location	Alps Depot, Wenvoe & Remote Working
Responsible to	Director of Environment and Housing
Responsible for	Overseeing the strategic direction and delivery of essential services that directly impact the quality of life for residents, with a focus on waste management, recycling & cleansing, highways, traffic management, transport and fleet services, leisure services, parks and recreation and environmental and parking enforcement.

Role Overview

At the Vale of Glamorgan Council, we are committed to fostering a culture that embodies our core values of Open, Together, Ambitious, and Proud. We are on a mission to evolve and enhance the way we serve our diverse community, ensuring that the services our residents need continue to be provided ensuring an equitable and prosperous environment for all our residents.

The Head of Neighbourhood Services at Vale of Glamorgan Council plays a pivotal role in leading the delivery of essential front-line services that directly impact the quality of life for residents. With a focus on service quality and the customer experience, rather than the specific method of service delivery, and an ethos built on the principles of partnership working and community engagement and involvement; the role oversees the strategic direction, operational efficiency, and continuous improvement of many of the Council vital front-line functions.

Our Values	Behaviour	What it means to us
AMBITIOUS	Forward thinking, embracing new ways of working and investing in our future.	<ul style="list-style-type: none"> ● Embrace innovation and continuous improvement in the delivery of neighbourhood services, exploring new ways of working, best practices, and creative solutions to address emerging challenges and opportunities. ● Set ambitious goals and targets for improving the quality and efficiency of Neighbourhood Services, regularly reviewing progress and adapting strategies to ensure that objectives are met. ● Demonstrate leadership and vision in shaping the future of Neighbourhood Services in the Vale of Glamorgan, inspiring others to embrace change and strive for excellence in their work.



Head of Neighbourhood Services Role Profile (continued)

	Behaviour	What it means to us
OPEN	Open to different ideas and being accountable for the decisions we take.	<ul style="list-style-type: none"> ● Embrace transparency in decision-making processes related to neighbourhood services, ensuring that residents and stakeholders have access to information and opportunities for engagement. ● Hold oneself and the Service Area accountable for delivering high-quality services, openly addressing any challenges or shortcomings and working collaboratively to find solutions.
TOGETHER	Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.	<ul style="list-style-type: none"> ● Work closely with other areas of the Council, community groups, and external partners to identify shared goals and opportunities for collaboration in improving Neighbourhood Services. ● Foster a culture of teamwork and mutual support within Service Area, encouraging collaboration, knowledge sharing, and the celebration of collective achievements. ● Embrace innovation and the role of other local organisations and the community, in the direct delivery of services where there is benefit to customers and such benefits can be sustained.
PROUD	Proud to serve our communities and to be part of the Vale of Glamorgan Council.	<ul style="list-style-type: none"> ● Take pride in delivering high-quality neighbourhood services that enhance the quality of life for residents and contribute to the overall well-being of the community. ● Respect and celebrate the cultural heritage and natural beauty of the Vale of Glamorgan, incorporating sustainable practices and preserving historical landmarks and green spaces. ● Recognise and celebrate the hard work and dedication of Neighbourhood Services staff, as well as the achievements and contributions of the community, fostering a sense of pride and belonging among all stakeholders.



Head of Neighbourhood Services Role Profile (continued)

JOB DESCRIPTION

As the Head of Neighbourhood Services, you will:

Strategic Leadership:

- Lead the development and implementation of strategic plans for Neighbourhood Services, aligning with the Council's culture, values and Corporate Plan.
- Collaborate with senior leaders, peers and elected members to develop innovative strategies that deliver effective, efficient, and economic services to our communities.
- Look for opportunities within Directorate and wider to innovate and transform the operation of the functions to deliver continuous improvement and evolve to meet the changing opportunities and challenges faced by the Council.
- Ensure compliance with the responsibilities outlined in Section 12 of the Council's Constitution, particularly focusing on Neighbourhood Services and Leisure Services, to uphold the highest standards of service delivery and governance.
- Work with colleagues to establish and embed an organisational culture that supports and promotes the right behaviours and performance to ensure the delivery of outcomes that meet the Corporate Plan and strategic objectives of the Council.
- Through own behaviours, be a role model for the leadership behavioural competencies; promoting and supporting the embedding of the Council's values and behavioural competencies throughout all levels of the organisation to build the Council's culture.

Operational Excellence:

- Oversee the day-to-day operations of Neighbourhood Services, ensuring that services are delivered to the highest possible standards and meet the needs of our residents.
- Lead and manage teams, inspiring and driving forward a community-focused, values driven culture across the service area.
- Monitor performance against key performance indicators (KPIs) and implement measures to address any areas of underperformance.
- Create and communicate clarity of direction and purpose for staff at all levels in the context of the strategic aims and ambitions of the Council. Lead, direct and inspire people within the Directorate and across the Council to deliver great results. Ensure processes are in place for identifying and developing talent at all levels.
- Promote a strong culture of performance management to ensure high levels of performance, the meeting of performance targets and the continuous improvement and development of services.

Financial Management:

- Manage the service areas' budget effectively, ensuring that resources are allocated efficiently and in line with strategic priorities.
- Identify opportunities for cost savings and income generation, maximising the value for money of the services delivered.



Head of Neighbourhood Services Role Profile (continued)



- Work closely with finance colleagues to develop robust financial plans and forecasts for the departments.
- Maximise income and external funding opportunities in line with Council policy.

Stakeholder Engagement:

- Build and maintain positive relationships with senior leaders, elected members, external partners, and the community, representing the council at meetings and events as required.
- Act as an ambassador for the council, promoting our values and vision for the future of Neighbourhood Services.
- Collaborate with stakeholders to identify opportunities for partnership working and joint initiatives that benefit the community.

Transformational Leadership:

- Drive forward the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Support teams through periods of transition, providing guidance, reassurance, and opportunities for professional development.
- Champion a culture of inclusivity and diversity within the Neighbourhood Services area, ensuring that all employees feel valued and empowered to contribute to our collective success.

General Duties

- Ensure a responsive customer focused approach in the planning, commissioning, and delivery of services.
- Explore opportunities to improve the effectiveness and efficiency of services through collaboration and partnership working.
- Facilitate and participate in the introduction of policies, procedures, and practice to support the achievement of the objectives of the Council.
- Ensure that the principles of equality of opportunity are integrated and actively pursued both within the Directorate and in all areas of service provision.
- Ensure continuing compliance with Council policy, procedure and legislation including those related to the management of employees, health and safety, customer relations, safeguarding, information, equalities, the environment, and those specifically set out in Financial and Contract Procedure Rules.

In addition to the duties set out above, the postholder will be required to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility accorded to the post.



Head of Neighbourhood Services

Person Specification

<p>1. Experience</p>	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Experience in a senior management role within a local authority or similar environment, with a strong focus on neighbourhood services. ● Experience in budget management, resource allocation, and financial planning within a public sector setting. ● Experience collaborating with external partners, community groups, and stakeholders to deliver joint initiatives and maximise the impact of neighbourhood services. ● Strong strategic thinking and problem-solving abilities, with a track record of developing and implementing effective strategies to improve service delivery and achieve objectives. ● Experience in driving forward a people focused, values-driven culture across an organisation. 	<p>DESIRABLE</p> <ul style="list-style-type: none"> ● Experience of building high performing teams and providing inspirational leadership to the wider organisation that drives a high-performance culture. ● Experience leading and managing organisational change initiatives, including the ability to promote innovation within a large and complex organisation. 	<p>ASCERTAINED BY</p> <ul style="list-style-type: none"> ● Application Form. ● Interview.
<p>2. Knowledge</p>	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Understanding of relevant legislation, policies, and regulations governing local government operations, particularly in areas related to neighbourhood services. ● Understanding of the local government framework and its governance. 	<p>DESIRABLE</p> <ul style="list-style-type: none"> ● Knowledge of project management methodologies and tools, with the ability to plan, implement, and evaluate projects within specified timeframes and budgets. 	<p>ASCERTAINED BY</p> <ul style="list-style-type: none"> ● Application Form. ● Interview.
<p>3. Skills & Aptitudes</p>	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Ability to be a role model for the leadership behavioural competencies and promote the Council's values and behavioural competencies. ● A strategic thinker, with the ability to develop and implement strategies that support the achievement of organisational objectives. ● Excellent leadership skills, able to provide clarity to your team on the vision and purpose of their work. 	<p>DESIRABLE</p>	<p>ASCERTAINED BY</p> <ul style="list-style-type: none"> ● Application Form. ● Interview.



Head of Neighbourhood Services Person Specification (continued)

3. Skills & Aptitudes (continued)	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Strong track record of building and nurturing productive working relationships, able to advocate for excellence, equity, and inclusivity. ● Highly effective communication skills, able to influence others with impact and professional credibility, with the ability to communicate to a diverse community. ● Dedicated to professional development and keeping abreast of relevant regulation and emerging trends. ● Ability to manage resources effectively, including budgets, staffing, and facilities. 	<p>DESIRABLE</p>	<p>ASCERTAINED BY</p>
4. Qualifications & Training	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Qualified to degree level or equivalent experience. ● Relevant professional qualification. 	<p>DESIRABLE</p> <ul style="list-style-type: none"> ● Leadership and management qualification. ● Project management qualification / training. 	<p>ASCERTAINED BY</p> <ul style="list-style-type: none"> ● Application Form.
5. Attitude & Motivation	<p>ESSENTIAL</p> <ul style="list-style-type: none"> ● Highly motivated senior leader, able to act as a role model to team members and peers. ● Adaptable and flexible to meet a variety of challenges. ● An inspiring leader, able to engage team members to deliver exceptional performance in a challenging environment. ● Innovative, change champion, who is happy to challenge the status quo to deliver on strategic objectives and solve problems. ● A passionate role model of the values of the Council. 	<p>DESIRABLE</p>	<p>ASCERTAINED BY</p> <ul style="list-style-type: none"> ● Interview.



Head of Neighbourhood Services Person Specification (continued)

6. Other

ESSENTIAL

- Personal and professional credibility.
- Drive, energy and enthusiasm to sustain an extensive agenda.
- Capacity to work outside of normal office hours and attend evening meetings as and when required.
- Ability to drive/travel throughout the Vale or between locations as appropriate.

DESIRABLE

- Ability to speak or learn Welsh.

ASCERTAINED BY

- Application form.
- Interview.

Neighbourhood Services Structure - May 2024

