

Grading

Job Description and Employee Specification

<u>Job title:</u> Lead Officer – Place Environment	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Resilience, Environment & Operations
<u>Grade:</u> 12	<u>Section/team:</u> Operations
<u>Overall purpose of job:</u> • Ability to deliver across a varied portfolio of Place Environment, including core and neighbourhood management, across operational front-line services, ensuring NL is at the forefront of policy development and modern approaches to deliver our Place based front line functions working closely with National, Regional Partners and Businesses. • Provide effective operational leadership, management and assist the Head of Service with the strategic direction, ensuring that the Council's statutory obligations are met in accordance with the council's visions and ambition for North Lincolnshire. • Develop a positive and pro-active culture and enthuse others to perform to an excellent standard.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Works across own area of responsibility and wider council as one team to demonstrate and embed the values of the council at every opportunity. 2. Lead, formulate and implement strategies by developing relevant service plans to ensure the consistent, high quality and effective delivery of the service. 3. Lead the Place Environment front-line Operational teams and manage its resources to deliver all key functions, facilities and staff performances that are high quality, customer focused, efficient and value for money. 4. Lead and co-ordinate the workforce to achieve the expected service standards and respond to service disruptions. 5. Responsibility for ensuring compliance with all relevant health and safety legislation at all times. 6. Identify opportunities for service transformation through innovation, consultation, and periodic review. 7. Deputise for the Head of Service when required and represent the department at local and regional forums and networks. 8. Actively contributes to the monitoring and management of the assigned budget for area of responsibility, ensuring financial balance and providing the Head of Service with reports on financial activity as required.	

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9. Reports regularly to the Head of Service on performance, safety, and compliance. Identifying all issues which require consideration by the Senior Leadership Team.
10. Deals with complaints and enquiries concerning real or perceived failures in service and to undertake necessary investigation and implementation of remedial measures.
11. Support the Head of Service in managing the service area across all its functions and play a full role as a member of the senior management team delivering the council's aims and objectives.
12. Enhance staff motivation and staff development through training and advancement opportunities so that individuals achieve their maximum contribution to the council's and service's objectives and aims.
13. Acts as an Investigating Officer when required, making recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
14. Required to be part of the council's Emergency Management arrangements.

Knowledge, skills and experience:

Qualifications

- Educated to degree level or equivalent demonstrable experience.
- Management qualification or relevant professional experience.
- NEBOSH General Certificate Holder (or willingness and commitment to undertake)
- Demonstrates continual professional development within the sphere of relevant operational functional areas.

Knowledge & Skills

- Demonstrates a specialist knowledge of the post subject areas gained through experience, including:
- Operational management of Horticulture, Arboriculture, Waste & Cleansing, Parks and Open Space and Local Nature Reserves.
- Significant knowledge of current legislation, statutory and operational compliance requirements, and good practice standards both at local and national level in relation to the business of the service.
- A thorough knowledge of the following:
 - Health and Safety legislation & CDM
 - Relevant Codes of Practice.
 - Environmental, Waste and associated functional legislation.
 - Road Transport regulations.
 - Council policy and procedures.
- IT literate, with the ability to use and interrogate a variety of systems.
- Comprehensive knowledge and experience of the principles and practice of:
 - effective people management.
 - excellent customer service.
 - continual improvement using an evidence-based approach.
 - appropriate risk management and risk enablement.

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- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and presentation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Good financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- Ability to demonstrate a high standard of written skills including writing and presenting reports, briefing notes and decision records.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Resilient and tenacious.
- Positive role model.
- Flexible approach to working arrangements.
- Ability to transport self around North Lincolnshire in a timely manner.

Experience

- Extensive experience of Operational front line Place Environmental function management, preferably in Local Government.
- Experience of managing diverse functions and multidisciplinary staff teams.
- Significant experience of delivering change management.
- Experience of implementing robust governance and assurance procedures to demonstrate effective compliance in the management of Place Environment portfolio of services.
- Experience of monitoring and co-ordinating complex revenue and capital budgets.
- Experience of managing Health and Safety within a front-line service.
- Extensive procurement experience in relation to the business of the service.
- Extensive experience of service planning, policy development and implementation, and performance management.

Creativity and innovation:

- Advises Head of Service on strategy, service plans and legislative changes within own area of responsibility.
- Continually assess all current working practices, identify areas for improvement, and manage their implementation, ensuring consistency across the unit and with other units.

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- Lead specific projects in the design and implementation of Place Environment services to meet the needs of the wider community & fulfil the council's strategies relating to the functional operational areas.
- Develops innovative and creative solutions to deliver the ambitions of the council plan.
- Constantly review resources to optimise value for money and identify opportunities for more effective working.
- Set targets and monitor progress of all staff to ensure service delivery is achieved.
- Contribute to regular financial and budget monitoring, address issues and deal with variances through researching alternatives where necessary.
- Provide innovative solutions for achieving key performance indicators (KPI's) and other targets and for resolving complaints.
- Innovative problem solving and dealing with and consulting with, members of the public and Council Members on the more complex service delivery issues and customer relations.
- Contribute to the development and use of appropriate IT hardware and software to aid analysis and presentation.
- Manage and monitor the establishment of workloads within defined timescales and to budgetary targets, but with flexibility to meet changing weather, priorities or customer needs.
- Utilise all available data to update others with current accurate information by creating sufficient reports to substantiate reports and programmes of work.

Contacts and relationships:

The postholder will regularly deal with a range of complex and contentious strategic and operational matters, which will have significant implications on the service, the council and the people of North Lincolnshire.

- Head of Service/Assistant Director - to discuss strategic and operational issues. These issues can be of a complicated, complex, and sometimes sensitive nature regarding the management of assets, personnel, and third parties – weekly.
- Service management team – regarding staffing, service delivery and policy issues, complaints and elected member queries, contractor disputes and procurement issues – daily/weekly.
- Senior Managers - influence and liaise as required to ensure that strategic planning and implementation of asset management plans, and statutory compliance with regulations are carried out consistently and effectively – as and when required.
- Members of the public - in relation to the work of service to convince them of the reasons for adopting certain policy positions/dealing with queries and complaints on service delivery issues - frequently.
- Local businesses - in relation to the work of service to convince them of the reasons for adopting certain policy positions/dealing with queries and complaints on service delivery issues - frequently.
- Elected members/Cabinet – contact on complaints, service delivery and policy issues in the absence of the Head of Service - regularly.

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- Other council service areas/operational staff – to discuss operational matters/to work collaboratively and maintain a one council approach – as required.
- Professional networks/government departments/regulators/other council's – to discuss policy issues and/or operational practices - weekly/monthly.

Decision making:

- Management of all resources (staff, budgets etc.) and appropriate decision making.
- Makes strategic decisions, policies and priorities for the service.
- Establishes and monitors financial expenditure profiles for budget heads. Monitor profiled against actual expenditures and adjusts as necessary on a monthly basis.
- Manage the operational decision-making processes required by the service.
- Makes decisions in respect of changes to service delivery, and policy and procedures, within area of responsibility, which may affect the services to vulnerable people and populations.
- Decides on workloads and programmes of work for teams.
- Make decisions relating to the evaluation of quality and performance of the service.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
- Decides on resource levels re: suppliers, materials, equipment, vehicles.
- Ensures all work carried out meets statutory obligations and also adheres to the council's policies and procedures.
- Authorise orders and payments up to approved authorisation level within the written scheme of delegations.
- Decides on staff training and development needs within agreed budgetary limits.
- Implement interventions for customers following service delivery failures.
- Translation of new legislation and where/how it impacts on project work, policies, practices and procedures as well as contractors and workforce.
- Determine the correct course of action when dealing with emergencies.
- Check and approve payments made to internal and external contractors and suppliers.
- Ensuring the welfare, health and safety of self and council staff in all service activities
- Undertake risk assessments (including dynamic risk assessments) considering appropriate mitigation to manage identified risks and ensuring the mitigation is implemented.

Responsibility for resources:

Financial resources:

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Billet Lane Operational Depot and all associated Place Environment and Highways assets housed on site(and off site when required) – this is shared responsibility with the Lead Officer – Highways.

Physical resources:

- Laptop - £760
- Phone - £200
- Office based: 75%
- Site based: 25%

WORK ENVIRONMENT

Work demands:

- Work is largely strategic, however, there will be operational requirements to deal with that will impact on strategic work.
- The workload is neither routine nor regular and fluctuates in terms of volume and by its nature it cannot follow an established routine, given the requirements of the public, Town and Parish Councils, Council Officers, Elected Members and outside bodies.
- The postholder will manage other managers who also may have conflicting operational deadlines.
- The majority of the work is statutory, contractual or politically sensitive.
- Continual review of statutory regulations, codes of practice & established policies & procedures.
- The work requires the management of complex, frequently changing and conflicting priorities.
- A high level of customer contact in a demand led environment necessitates prompt responses. Deadlines are usually very tight and timescales for completion of tasks short.
- The post has significant autonomy in structuring the working day requiring high levels of self-discipline and time management skills.
- Dealing with urgent matters, at times outside of normal office hours as required to protect the ongoing interests of the council.

Physical demands:

- Normal physical demands.
- Operational site support, as necessary

Working conditions:

- Work will normally be carried out in an office and home environment but does require the post holder to visit various locations as need arises.
- Operational delivery support on site, as necessary

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Agile / hybrid working is in place across the council.
<u>Work context:</u> - The nature of the work may be demanding and challenging although there is minimal risk to personal health and safety. - Some on site visit with associated risk assessment to minimise impact, including live traffic, moving machinery and electrical apparatus.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 103 - 113

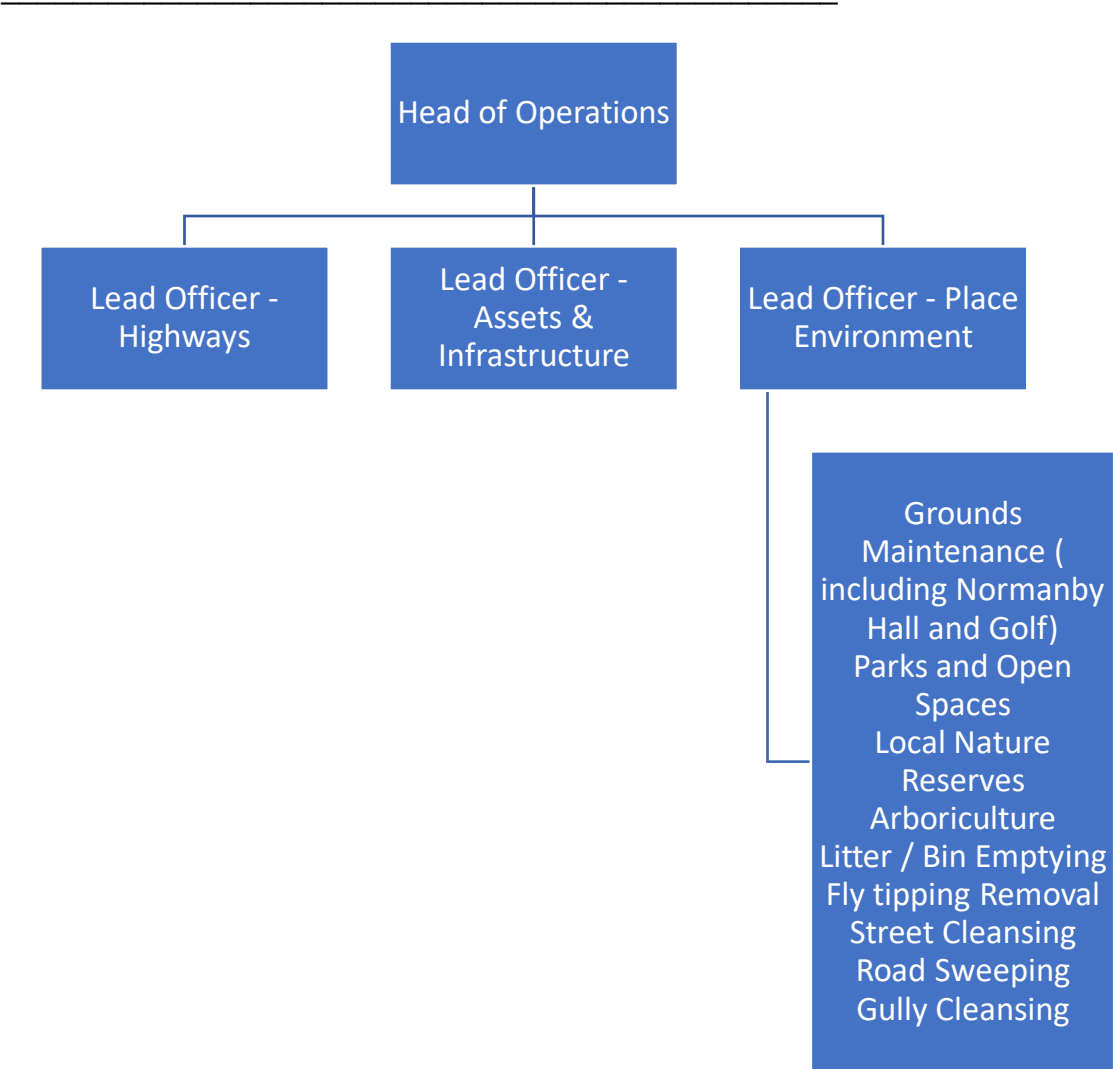
Are posts in more than one location? **Yes**

Is this at the same site? **No**

Are the posts managed highly mobile? **Yes**

Is the supervision/management shared with another post in the structure?
No

Please indicate which post(s)



Job Description Version Control	
Date evaluated	27/05/26
Date updated	May 2026
Updated by (manager name)	Lisa Swainston
Checked by (HR name)	Laura Spencer

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<u>Knowledge & Skills</u> • Demonstrates a specialist knowledge of the post subject areas gained through experience, including: • Operational management of Horticulture, Arboriculture, Waste & Cleansing, Parks and Open Space and Local Nature Reserves. • A thorough knowledge of the following: • Health and Safety legislation & CDM • Relevant Codes of Practice. • Environmental, Waste, Floods and Water Management Act and associated functional legislation. • Road Transport regulations. • Council policy and procedures. • IT literate, with the ability to use and interrogate a variety of systems. • Comprehensive knowledge and experience of the principles and practice of: • effective people management. • excellent customer service. • continual improvement using an evidence-based approach. • appropriate risk management and risk enablement. • Ability to demonstrate a high standard of written skills including writing and presenting reports, briefing notes and decision records. • Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them. • Flexible approach to working arrangements. • Ability to transport self around North Lincolnshire in a timely manner. <u>Experience</u> • Extensive experience of Operational front line Place Environmental function management, preferably in Local Government. • Experience of managing diverse functions and multidisciplinary staff teams. • Significant experience of delivering change management. • Experience of implementing robust governance and assurance procedures to demonstrate effective compliance in the management of Place Environment portfolio of services. • Extensive procurement experience in relation to the business of the service. • Extensive experience of service planning, policy development and implementation, and performance management.	
Knowledge, Skills and Experience	Interview
<u>Knowledge & Skills</u> • Significant knowledge of current legislation, statutory and operational compliance requirements, and good practice standards both at local and national level in relation to the business of the service. • Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.	

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- Good financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Resilient and tenacious.
- Positive role model.

Experience

- Experience of monitoring and co-ordinating complex revenue and capital budgets.
- Experience of managing Health and Safety within a front-line service.

Education, Training and Qualifications	Original documents
• Educated to degree level or equivalent demonstrable experience. • Management qualification or relevant professional experience. • NEBOSH General Certificate Holder (or willingness and commitment to undertake) • Demonstrates continual professional development within the sphere of relevant operational functional areas.	
Working Arrangements	Interview
• Flexible approach to working arrangements. • Acts as Incident Manager as part of the council's Emergency Management arrangements. • Participates on the council's standby arrangements as required. • Ability to transport self around North Lincolnshire in a timely manner and at short notice. • Agile working applies.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
•	
Knowledge, Skills and Experience	Interview
•	
Education, Training and Qualifications	Original documents

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Working Arrangements	Interview
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THE POST IS SUBJECT TO:

A Disclosure and Barring Service Check

Yes – at the level below:

No

✓

Enhanced without Barred List

Enhanced with Barred List: Adults

Children

Both

Basic

Political restriction

Yes

No

The ability to speak fluent English under the Immigration Act 2016

Yes

✓

No

• Version Control			
Author	HR Policy Team	Date approved	19 September 2012
Status	V1.2	Last updated	9 February 2026 (DBS checks)