**Warwick District Council – Job Description**

**Job Title:** Public Realm Officer

**Job number:** E07/130

**Service Area:** Neighbourhood Services

**Purpose of job** – Give one statement explaining the job’s overall objectives

To manage and control all aspects of the council’s contracts for waste collection, street cleansing and grounds maintenance, ensuring the contractors adherence to the contract specification within defined budgets.

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<th>Main responsibilities</th>
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<td>To manage the Contractor’s performance ensuring adherence to the Contract Specifications in respect of the Waste Collection Contract, Street Cleansing Contract and Grounds Maintenance Contract. Through daily monitoring of the contractors output non-compliance or poor performance will be established and contract failure to be dealt with by the issue of rectification or default notices.</td>
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<td>To investigate, evaluate and respond to complaints and/or enquiries on all aspects of the contract liaising with residents, elected members, contractor’s staff and other agencies as necessary.</td>
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<td>Regular inspection and evaluation of the Districts streets, parks, children’s play areas and open spaces. Ensuring that damaged or vandalised assets/equipment are repaired or replaced to the correct H&amp;S standard in a timely manner and within budget</td>
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<td>To negotiate and action contract variations, additional work requests and contractual payments in accordance with the contract documentation and the budgets available</td>
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<td>To monitor that the Council’s contractors comply with all relevant Health and safety legislation and inspect their risk assessments to ensure they are fit for purpose, ensuring that internal council procedures are adhered to.</td>
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Organisation
The following organisation chart indicates the management structure for the Neighbourhood Services Unit and the breakdown of specific posts within Contract Services.

The post holder will report to both the Contract Development & Enforcement Officer and Recycling Development Officer. They will liaise on a regular basis with the Business Support Team and officers from Housing/Property Services. There will be regular liaison with officers from the Greenspace Development Team, the Ranger Service and CCTV. Much of the work will be undertaken out of the office with minimum supervision and direction so the post holder will be required to manage time efficiently and effectively.

Dimensions
(Quote figures which give a picture of the job in any annual budgetary amounts which the job is either directly or indirectly concerned with or any other statistics related to the work.)

- Neighbourhood Services has been created by provide a more integrated and cohesive approach to managing services that impact on the public environment. To provide a high quality environment across the district and more specifically to maintain cleanliness and tidiness, increase recycling, reduce waste and increase the sustainability of the district.

- The expenditure budget of Waste collection, street cleansing, and grounds maintenance contracts totals £5million per annum, and has an income of over £500k. The post holder will support the delivery of this function and deduct values of up to £100k per annum from the contractor’s non-performance.

- The waste collection service completes 4million collections per annum. Street cleansing and Grounds maintenance operations are delivered across the
district 365 days a year.

Scope for Impact
(Describe in two or three examples the impact of this role on delivering the service and how it relates to Customer’s satisfaction and the key accountabilities).

- The post holder is responsible for ensuring that the Contractor, through compliance with the contract specification and agreed method statements, meets both local and national performance targets. All of the Contracts are front line and have a high profile they must meet the public’s perception of the required standard of service and that specified by the contract documentation.

- The post holder will act as the public face of the Council attending and providing information at community meetings, forums and meeting individually with dissatisfied members of the public with the remit of finding solutions to their issues. Their contacts will range from the Contractors, residents, members of the public, elected members, other Council staff and outside bodies and agencies.

- The post holder will be responsible for ensuring that the Contractors maintain the agreed standard and consistently seeks to establish a programme of continuous improvement. Working in partnership, the post holder will meet with the contractor on a regular basis to solve day to day problems and to work together to introduce improved methods of working which will enhance the service provision. Where the contractor fails to deliver in its contract obligations the officer will be responsible for finding resolutions for the outstanding work and financially penalising the contractor.

Challenges
Describe the most difficult, complex or challenging part of this job and explain why.

The officer will be responsible for the delivery of multiple services direct to homeowners in the District. The ability to deal with residents upset by a perceived failure in the Council to provide this service is of paramount importance and requires an ability to rectify problems and complaints quickly and efficiently. The post holder is directly responsible for ensuring Warwick District is a destination that locals and visitors can enjoy at all times.

Additional Information
Use this area to briefly explain any aspects of the job that have not been adequately covered in previous sections.

There is a need to work flexibly and to prioritise and plan workloads to meet the contractual requirements and working arrangements. Most of the role is not office-based so the post holder will be required to act on his/her own initiative with minimal supervision although there will be a requirement to record and report on all aspects of the work undertaken.