

LONDON BOROUGH OF MERTON**ENVIRONMENT, CIVIC PRIDE AND CLIMATE DIRECTORATE****JOB DESCRIPTION**

POST TITLE: Director of Public Realm

Grade: MG5

DIVISION/SECTION: ENVIRONMENT, CIVIC PRIDE & CLIMATE

Location: Civic Centre, Morden

Responsible to: Executive Director of Environment, Civic Pride & Climate

Responsible for: 100+ staff, revenue and capital budgets of over £30m annually. Staffing number to increase by 100 fte from March 2025 following insourcing of Street Cleansing Service.

Post number:

Date: January 2024

1. MAIN PURPOSE

- To be responsible to the Executive Director for the overall management of Waste and Street Cleansing, Parks & Open Space, Transportation Planning, Highways, Parking, Depot & Fleet management and Climate services within the Council. To initially focus on the insourcing of street cleansing, contracting waste services, and reviewing the parks service. The role is also responsible for strategic transport planning, commissioning of highways maintenance services, strategic and operational parking services and the strategic management and oversight of the council's Climate Action Plan. The role also manages the maintenance of cemeteries and the administration of passenger transport and fleet management. To be responsible for the following services, teams and budgets:
 - Street cleansing (insourced from March 2025)

- Waste Contract management – collection and disposal via the South London Waste Partnership
- Environment Enforcement Team
- Parks and Open Spaces Teams, including cemeteries
- Transportation Planning, Network Management
- Highways and Street Lighting Team
- Parking Services
- Climate Team
- Passenger transport and fleet management

Revenue budget: £30m per annum

Capital budget: £7m per annum

2. MAIN DUTIES AND RESPONSIBILITIES

- (i) To act as the Council's expert and provide strategic leadership, direction, management and control in the delivery of street cleansing, waste, parks and open spaces, the Council's Transport, Highways and Parking functions, whilst taking a strategic lead on the Council's Net Zero Carbon Action Plan.
- (ii) As the director of the Public Realm you will:
- (iii) Lead on the recommissioning of waste services, ensuring value for money and efficient service delivery. You will set up and maintain appropriate monitoring mechanisms to ensure that standards of service delivery are maintained.
- (iv) Be the expert advisor on waste services, public open spaces, transport and fleet transport services, ensuring high professional standards within the division and the provision of good quality timely advice to the corporate management team and elected members. You will ensure that effective enforcement and community engagement is integral to new ways of working.
- (v) Lead on a range of environmental services which will maintain and improve resident satisfaction in a high-quality environment [both "green" and "grey" space-park/pavement/cemetery/highway].
- (vi) Advise and work with senior colleagues and partners within other public sector organisations to ensure the delivery and review of the Council's Asset Management Strategies, Policies and Plans for Highways and Transport to:-

- Ensure that the Highways and Transport Asset Management Plan aligns with Regeneration & Place Strategies.
 - Ensure that the aims and objectives set out in the Plans are established to deliver beneficial outcomes in support of Corporate objectives. Monitor works and services and enforce compliance with legislation, regulations and approved codes of practices.
- (vii) Lead on strategic relationships with the South London Waste Partnership develop effective working arrangements with other London Boroughs, exploring scope for shared services and other joint initiatives.
- (viii) Provide corporate advice on all Highways and Transport related operational matters that support the Council's Regeneration, Place, Asset Management and Sustainability strategies covering London-wide and cross-borough proposals.
- (ix) Lead and direct investment on the Highways and Transport network to ensure that corporate objectives are met and Merton becomes a leading outer-London area with a sustainable asset base, deployed most effectively. Lead on the consolidation of the Highways and Transport network which is valued in excess of £3bn
- (x) Effectively lead the delivering of an efficient Parking Service, ensuring that the service provide a reliable, efficient and customer focused service.
- (xi) Lead on the delivery of efficient, effective high quality street cleansing services (once insourced), parks and open spaces service together with the maintenance of cemeteries'.
- (xii) Lead on the delivery of the LBM Climate Action Plan via a matrix management approach, being responsible for the strategic direction, budget management and reporting on progress against agreed objectives.
- (xiii) Effectively brief elected members on key issues, supporting the Executive Director or other members of CMT as required.
- (xiv) Develop and maintain strong working relationships with other Council directorates, other external agencies in the public, private and voluntary sectors including TfL, GLA, contractors, volunteers and politicians.
- (xv) Responsible for accurate monthly and quarterly reporting on progress against budgets, service delivery objectives and key performance indicators, including delivering the medium-term financial plan.

3. Director – General Accountabilities

- Role model the values and behaviours of the organisation and be an ambassador for and represent the Council at all times [Work for Merton \[DRAFT\] : Values | Merton Council](#)
- Ensure your services have operational plans in place to deliver the Council Plan on time and to budget.
- Work collaboratively across all service areas with other senior managers (including partner organisations) to deliver services and generate efficiencies.
- Ensure the service areas you manage are fully compliant with all existing or new legislation and other statutory requirements.
- Ensure Health and Safety is managed in line with corporate and statutory requirements.
- Ensure effective and timely budget management processes are in place to report regularly.
- Ensure effective performance management is in place, and that any remedial action is taken promptly.
- Manage your teams effectively, ensuring individuals are well-supported, diversity is encouraged and performance is monitored.
- Ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.
- Be responsible for equality in service delivery and employment, and work within relevant legislation carrying out Equality Impact Assessments where necessary.
- Ensure that strategic and operational risks are considered and that appropriate actions and reporting are put into place to manage these.
- Attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an incident. This may involve receiving notification out of hours and to respond positively to these calls.
- Required to take part in the emergency rota and participate in elections.

- Deputise for the Executive Director and represent the Directorate as required on corporate and external activities and groups.

4. PERSON SPECIFICATION

Experience, Skills and Technical Requirements

- Experience of senior leadership, successfully delivering complex projects, high-quality front-line services and the sustainability agenda at a corporate level.
- Technical understanding of procurement and management of waste services and experience of managing front-line operational teams (eg street cleansing, grounds maintenance) plus a good understanding of at least one other of the key service areas: Transportation, Highways, Parking and Sustainability/Climate.
- Respected senior leader skilled in working with and influencing senior stakeholders in both the public and private sector, and clear track record of delivering results in a political environment.
- Skilled at leading large and multi-faceted teams, including leading teams through change, and a significant track record of continuous improvement in service delivery.
- Demonstrable experience of strategic and innovative thinking with a proven track record of delivering results against tight deadlines and stretching targets.
- Experience of leading a mixed team of both internal staff and technical, expert consultants and delivery contractors, and building an inclusive team culture.
- Experience of budget management at a senior level in an organisation.