

DUNDEE

Recruitment Pack

Head of Environment, Neighbourhood Services

Dundee City Council

Dundee
City Council
www.dundee.gov.uk
CHANGING
FOR THE FUTURE

Dundee is a dynamic, ambitious
city with a remarkable history
and an exciting future.

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Welcome from the Chief Executive

Thank you for your interest in this role.

We are a council with big ambitions because we want the best for all our citizens. We want Dundee to be the best place to grow up, study, work and live long and happy lives.

Dundee has transformed itself into a growing city on a journey of major economic, social and cultural development, including its world renowned £1bn Waterfront development with V&A Dundee at its heart. Further opportunities lie ahead such as the £300 million Tay Cities Deal, the Michelin Scotland Innovation Parc, a Life Sciences Innovation District and the Eden Project - all examples of Dundee's bold and creative ambition. As a result, Dundee has been named as one of the world's top "places of the future".

The Council has a vital role in enabling transformational change to meet the needs of the city and at the same time maintain the financial sustainability of local services. We continue to work with partners, businesses, citizens and communities to tackle challenges and grasp opportunities.

Many uncertainties still remain about the impacts of the UK withdrawing from the EU, the COVID-19 pandemic and now the cost of living crisis. We pay particular attention to the impact on the local economy; on the funding of employability, social inclusion, regeneration and support for key business sectors; and on the work of our universities and colleges, which play such a key role in the city.

As a Council, we provide best value and are committed to continuing to change for the future. Given the ongoing financial uncertainties we need to look again at how we design and deliver our services. That will also affect how we design our budgets and income, our service structures and workforce planning to ensure that we are working in the most efficient, effective and innovative ways.

Our success is reliant on our employees who are motivated, innovative and productive. Our workforce deliver services confidently and competently, with the right skills, knowledge and values.

In return for your leadership, we offer a friendly and welcoming place to work with a talented team of staff and a competitive salary and benefits package.

If you have the drive, skills and experience to contribute and influence I would be delighted to receive your application.



Greg Colgan
Chief Executive, Dundee City Council



Dundee City

Dundee is a modern, vibrant city which is continuing to transform culturally.

It is a leader in many fields including life sciences, technology, gaming, digital media, art and design and is developing capacity in the green jobs sector.

Particularly after the opening of the V&A Dundee, it is increasingly becoming a tourist destination for Scottish, UK and international visitors. Dundee was Scotland's first Fair Trade City, the UK's first Living Wage City and the UK's first UNESCO City of Design. Dundee has been named as one of the world's top "places of the future" in a report examining how new technologies will create jobs. The 21 Places of the Future report looks for where new jobs will appear, hotbeds of innovation and ideas, and affordable and enjoyable places to work – places "where the future is being built right now."

Dundee is well positioned for the future with two globally renowned universities in the city and St Andrews close by.

Dundee has an international reputation for using culture and creativity as a catalyst for building resilient and robust communities. Our strong history of cultural investment means Dundee is a vibrant place which harnesses its creativity and cultural richness to support

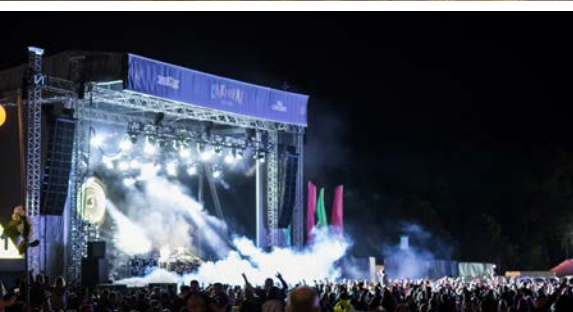


the engagement, ambition, achievements and wellbeing of its citizens.

Diversity is welcomed with opportunities for worship in a wide range of faiths including Christianity, Buddhism, Hinduism, Islam, Judaism and Sikhism, as well as multi-denominational institutions, which welcome people of all faiths or none.

As well as being Scotland's sunniest city Dundee is a place that is friendly, fascinating and easy to reach. All persuasive factors when deciding where to live and work.





Dundee is a great place to live and work



Beautiful scenery with seaside, mountains and forests so close you can visit them all in one day.



Compact, so you can easily walk or cycle around the city.



26 mile cycle route around the city.



Scotland's sunniest city.



Variety of outdoor activities easily available including watersports, skiing, skateboarding, golf and mountain climbing.



Steeped in history, there is a lot to explore.



Home to some of the best museums in Scotland.



UK's first UNESCO City of Design.



Cost of living is cheaper than other Scottish cities.



House prices are more affordable than in any other Scottish city.



You can fly to London from Dundee Airport in an hour or travel to Edinburgh International Airport in an hour.



Excellent schools, colleges and universities with highly ranked graduate prospects.





Dundee City Council

Dundee City Council is a democratically elected body for the Dundee area with 29 elected members representing 8 wards.

The Dundee City Council area is geographically the smallest local authority area in Scotland with a population of 147,720. We also serve as the regional centre for approximately 500,000 people in the surrounding areas of Perth & Kinross, Angus and Fife.

We deliver services aimed at providing a better quality of life for the people of Dundee. We are also one of the largest employers in the city with 6,461 employees.

We have a strong local and national reputation for providing good quality and effective services to our citizens through our strategic services areas and partners. We have performed well, despite the significant financial challenges, the pandemic and increased demand for our services.

It is our vision to continuously improve service delivery and to support and enable initiatives which make our services more accessible, more convenient, more operationally effective and cost effective.

Our employees are our biggest asset.

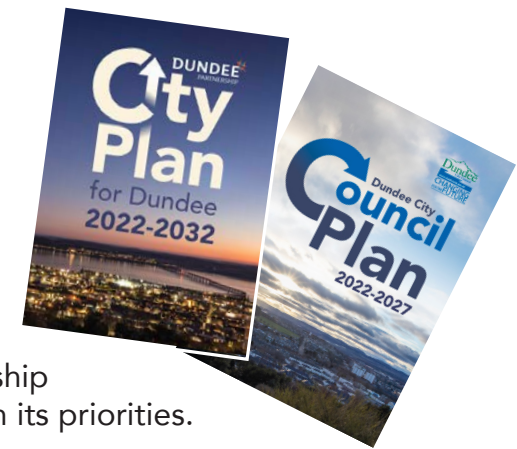


Our Council's Vision, Values and Key Priorities

The City Plan and Council Plan are two key documents which spell out the Dundee Partnership's vision for the future of the city and the Council's key priorities.

The City Plan sets out ambitious but realistic targets for improving a range of outcomes across the partnership agenda, while the Council Plan details the local authority's targets and actions for making improvements on its priorities.

Dundee City Council fully endorses the shared vision for our city set out in the Dundee Partnership's City Plan 2022-2032. This reflects a consensus in the city which we can all work towards and is set out as follows:



Our Council's Vision, Values and Key Priorities (continued...)

To achieve the vision, we have selected five priorities to focus on for the next five years and to underpin our bold and ambitious culture to encourage everyone at Dundee City Council to live by these values and deliver on these priorities.



Our values

Living our Values

| Be open and honest | Be fair and inclusive | Be innovative and transforming | Be constantly learning |
|--|---|---|---|
| <ul style="list-style-type: none">• Develop our talent• Have a full engagement with our workforce• Encourage feedback• Develop our workforce information and analytics to aid decision making• Manage workforce change | <ul style="list-style-type: none">• Promote diversity, inclusion and difference• Provide an Employee Wellbeing Service• Ensure healthy and safe working practices• Encourage 2-way conversations• Demonstrate respect and dignity | <ul style="list-style-type: none">• Encourage curiosity• Open to suggestions and change• Share new ideas, thinking and practice• Be evidenced-based in our decisions | <ul style="list-style-type: none">• Identify and deliver future skills• Use learning to improve our work• Have Coaching Conversations• Encourage reflective learning |

Benefits of working with us

Home/Work benefits

- Annual leave up to 32 days plus 5 public holidays
- Annual Leave Purchase Scheme
- Enhanced Occupational Maternity/Adoption Pay
- Flexible Working
- Family Friendly Workplace
- Hybrid working (home and office)
- Secure employment
- Work/life balance

Financial benefits

- Credit Union
- Incremental pay scales
- Local Government Pension Scheme (including AVC's and Ill Health Retirement enhancements)
- Employee Benefits Scheme (including bikes, cars, dental and lifestyle savings)

Career development benefits

- Career change opportunities
- Career progression opportunities
- Learning & Development opportunities
- Quality Conversations appraisal programme

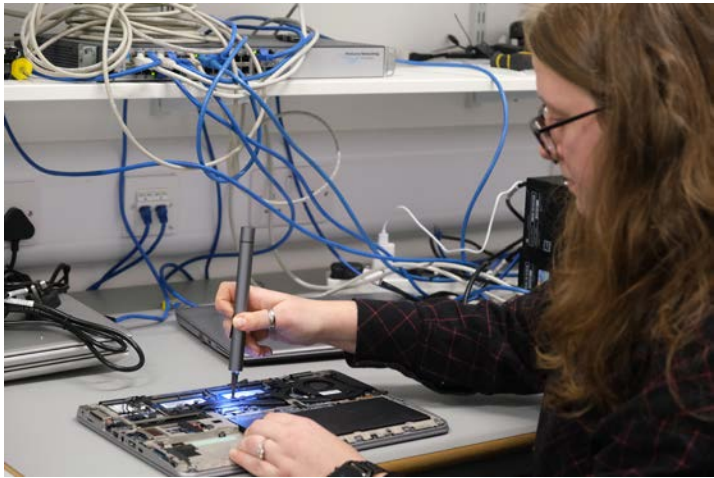


Wellbeing support benefits

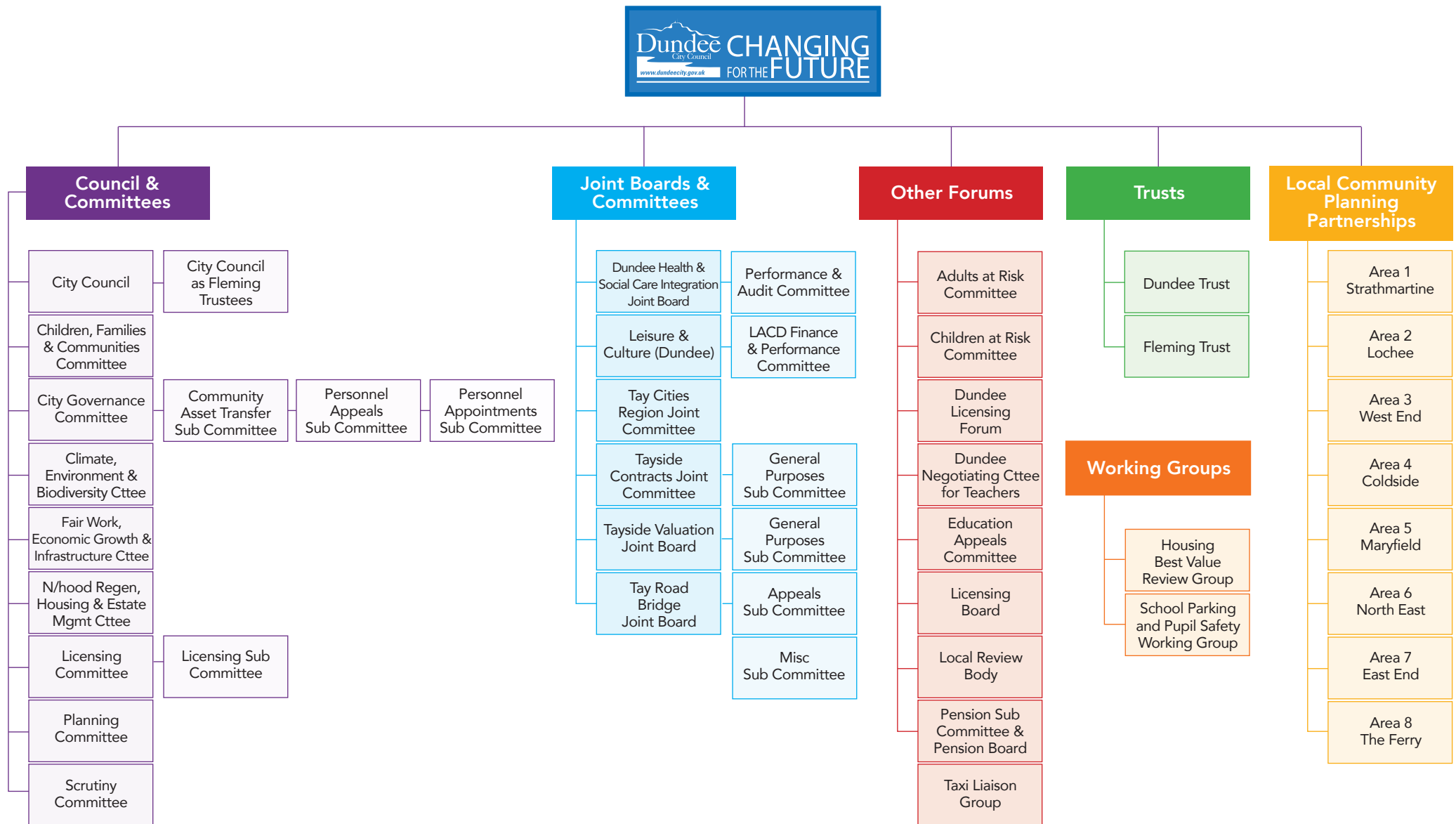
- Attendance support
- Bereavement Leave
- Counselling Service
- Occupational Health Service
- Occupational sick pay
- Physiotherapy Service
- Employee Assistance Programme

National accreditation benefits

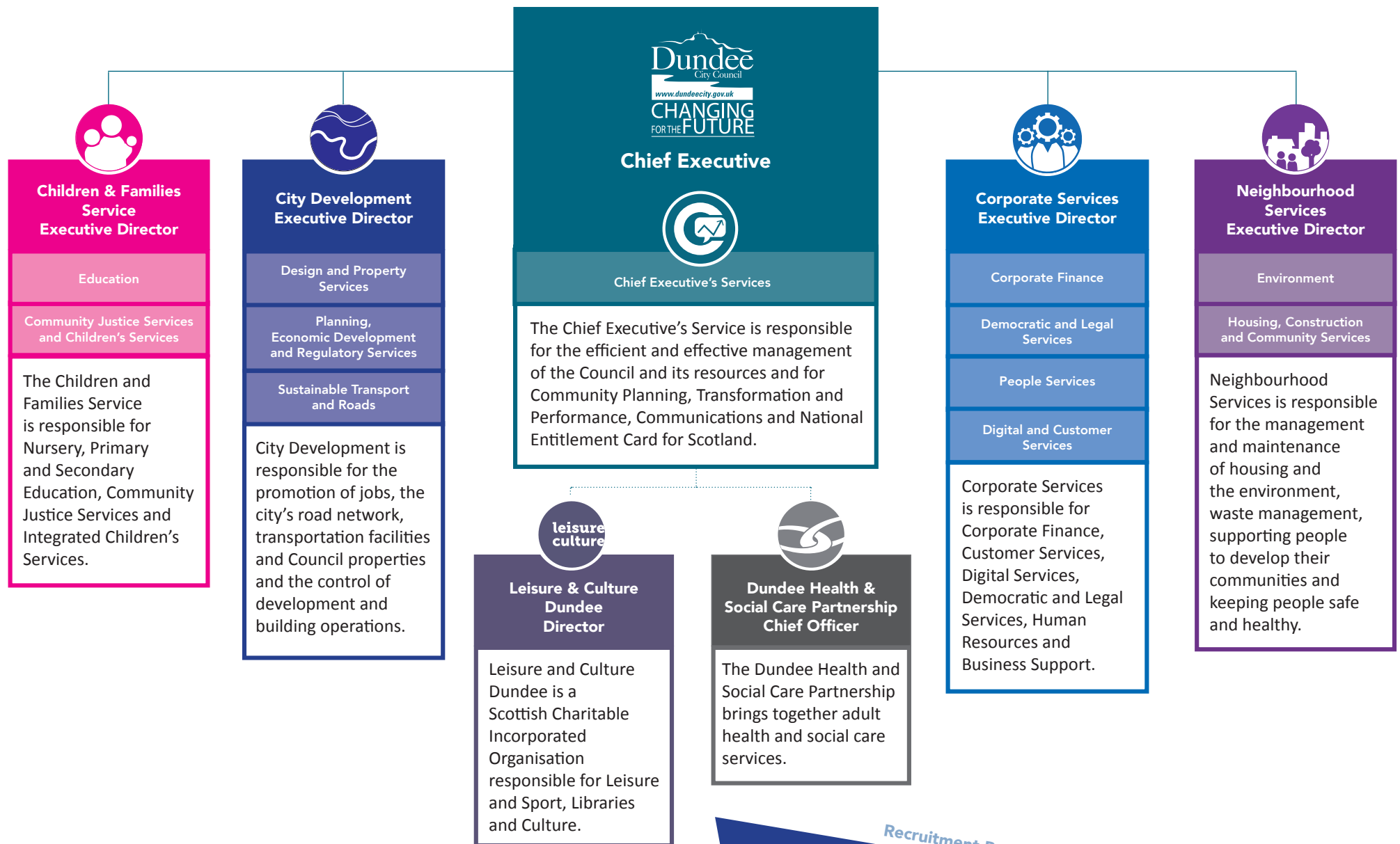
- Armed Forces Gold Award Employer
- Disability Confident Employer
- Healthy Working Lives Commitment
- Scottish Living Wage Employer



Dundee City Council Governance Structure



Dundee City Council Executive Structure



Neighbourhood Services

Neighbourhood Services provides a professional integrated service bringing together management and maintenance of housing and the environment, waste management, supporting people to develop their communities and keeping people safe and healthy.

As one of the council's largest and most diverse services – Neighbourhood Services manages an annual budget of circa £140m. This service employs over 1000 staff and provides services for over 12,000 council house tenants and collected domestic waste from over 74,000 households and much more.

It provides customer-focused services that respond to people's needs and deliver value for money. The service's aim is to work closely with partners and communities to create thriving neighbourhoods and improve the quality of life for the people living in them.

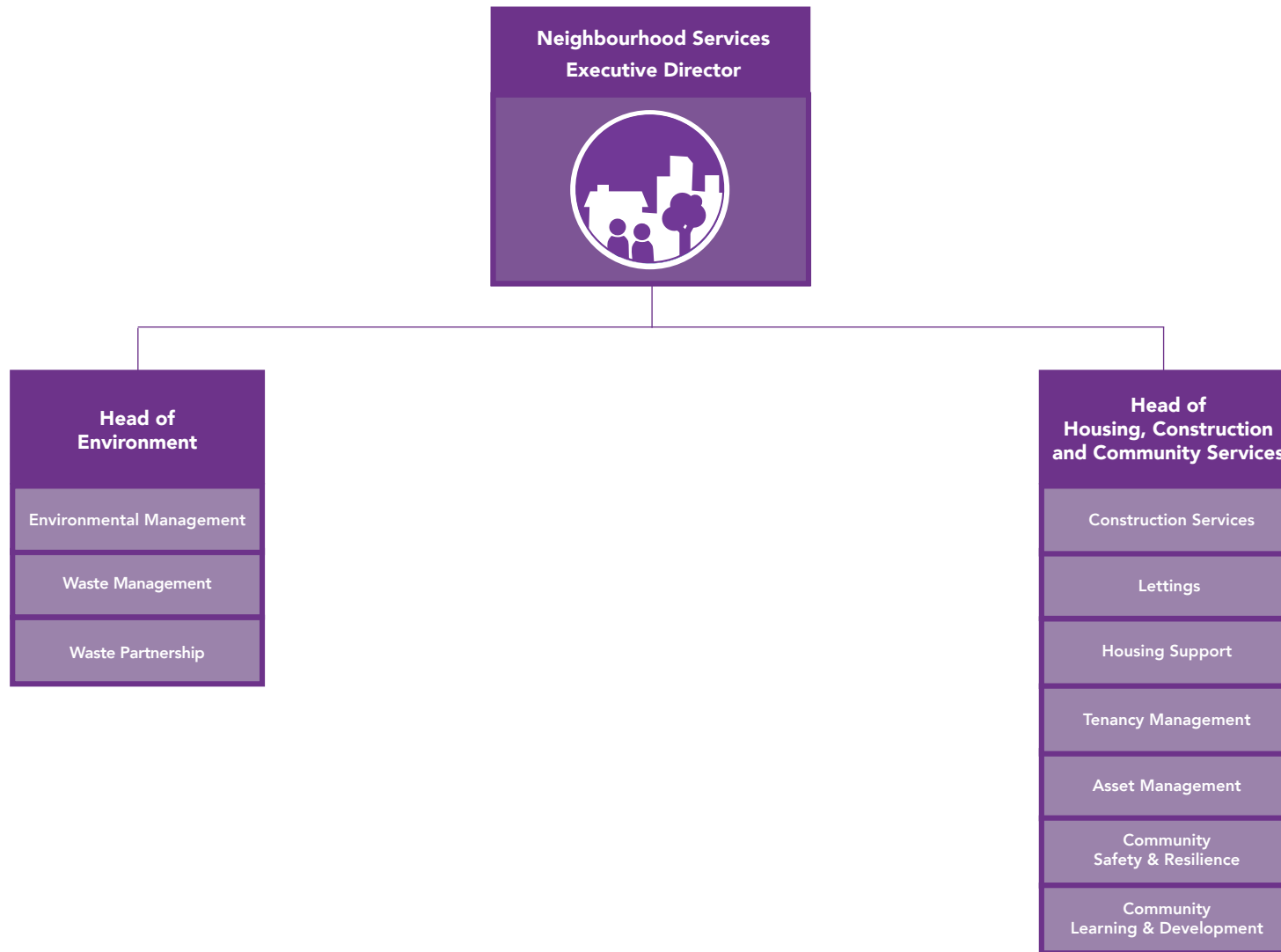
The services provided have a significant impact on the lives of everyone who lives and works in Dundee, as well as the hundreds of thousands of people who visit every year.

These are the two service areas within Neighbourhood Services:

- **Environment** - this covers waste management; environmental management; and the area's waste partnership.
- **Housing, Construction and Community Services** - spans construction services; housing options including homelessness prevention and temporary accommodation; lettings; housing support; tenancy management; and asset management. Also covers community safety and resilience; and community learning and development.



Neighbourhood Services Structure





The Role Head of Environment – Neighbourhood Services



Salary £102,871 - £115,933

As a key member of the Neighbourhood Services Management Team, the Head of Environment is responsible for leading the Environment Service within the Council and plays a pivotal role in enabling the delivery of the highest consistent standards of environmental quality throughout Dundee's communities.

This senior role is responsible for leading an allocated, multi-functional service of the Council with management and maintenance responsibilities in every neighbourhood in the city. The post contributes to corporate decision making and to the formulation and delivery of the Council's corporate strategy and transformation programme.

The Head of Environment provides leadership ensuring the effective delivery of the management and maintenance of open spaces, street scene, bereavement services, waste management and recycling functions, as well as overseeing the Council's strategic waste partnership.

The post also leads on the delivery of statutory functions, development of strategy, providing support and inspiration, and managing performance so that the Service is positioned to respond appropriately to challenges and changes required throughout the council.



The Role (continued...)



Principal Working Contacts

- Chief Executive
- Executive Directors and Heads of Service
- Elected Members
- External contacts with other local government colleagues, MSPs, MPs
- Partners from Voluntary and Third sector organisations
- Professional associations
- Regulators and Inspectors
- Business and media organisations

Main Duties

As a Head of Service for the Council, responsible for a multi-functional service area, working autonomously but to an Executive Director:-

- Develop concepts and strategies to improve performance and improve services, ensuring the council meets the requirements of best value and continuous improvement, empower employees, encourages innovation, improve performance and promote effective learning and knowledge management.
- Be responsible for taking forward the Council's thematic priorities within their service area.
- Lead the development and implementation of the strategic plan for services and functions, liaising with CMT and other Heads of Service to ensure consistency and effective corporate working.
- Provide accurate, timely and professional guidance to the Council and ensure the discharge of all relevant and statutory responsibilities.
- As required, deputise for the Executive Director.
- Work in partnership to determine allocated budgets and long-term financial planning to meet service requirements, including the monitoring and management of expenditure and budgets.

The Role (continued...)



- Communicate, influence, negotiate and persuade a wide range of audiences and stakeholders to adopt policies or courses of action.
- Advise, implement and recommend changes to Council strategy and policy as appropriate.
- In conjunction with the Executive Director, be responsible for the effective and efficient development of staff ensuring deployment of employees at a service or multi-functional level in accordance with the Council's workforce strategy.
- Lead and promote the Council's equalities, fairness and diversity agendas within allocated service area to ensure compliance with the Council's equalities and human rights duties.
- Develop and maintain good working relationships with trade unions and ensure there are effective channels of communication and consultation with employees and their representatives.
- Assess the potential impact and implications of legislation, policy and guidance from government, statutory bodies and partners at a service and/or multi-functional level.
- Ensure effective governance and risk management arrangements are in place with robust policies, processes and procedures demonstrating transparency and accountability, including deployment of all Health and Safety responsibilities.
- Ensure effective planning and business continuity arrangements to comply with its statutory duties under the Civil Contingencies and other public and community protection legislation are in place for allocated service area as appropriate.
- Initiate and direct the development of the service's strategic response to challenges and opportunities and ensure the effective implementation of change.
- As required, provide active leadership outwards of the Council to encourage collaboration and partnership working that maximises the benefits and contributions the Council can make for its citizens and the wider city.

Other Duties

- This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Person Specification

Professional Educational Qualifications

Essential

- Professional and management qualification.
- Evidence of Continuing Professional Development.

Desirable

- Relevant Degree or equivalent.
- Management qualification.
- Meets criteria to fulfil role of Statutory Officer.
- Member of an appropriate professional body.



Relevant Work/Other Experience

Essential

- Proven record of strategic management and planning.
- Proven record in a management position within the Scottish Public sector/Local Government Sector.
- Awareness and experience of Risk Assessment, health and safety and business continuity responsibilities and issues.
- Knowledge of the legislative framework, the Scottish Government and national agenda to ensure the Council meets its commitments.
- Experience of managing financial resources and appreciation of aspects relating to value for money, probity and accountability.
- Evidence of successful leadership of teams.
- Able to demonstrate success in change management and changing cultures in a way that has successfully improved services and modernised ways of working.
- Experience of providing advice and support to elected members or at board level.
- Evidence of innovation in the formulation and implementation of policy.
- Proven record of successful partnership and collaborative working with a range of public bodies, private and third sector.

Desirable

- Experience of strategic integration of ICT with operational activities and service provision.
- Awareness of working within a socio-economic area of deprivation.

Person Specification (continued...)



Particular Skills/Abilities

Essential

- Excellent written communication skills and the ability to produce reports on complex issues.
- Excellent leadership and interpersonal skills with the ability to form positive relationships at all levels.
- Strong advocacy and influencing skills, with the ability to present ideas and proposals effectively at senior levels.
- Clear analytical skills to allow the exploration, evaluation and interpretation of information and opinions.
- Strong decision making skills with the ability to make decisions and recommendations based on the analysis of options.
- Ability to make recommendations based on sound risk management principles and contingency planning, within financial, legal and ethical frameworks.
- Successful record of engaging effectively with others, building productive working relationships, including high profile stakeholders, statutory authorities and private sector.
- Ability to motivate specialist teams to achieve high standards of performance.
- Capacity to work under pressure to meet deadlines, satisfy political objectives and organisational priorities.
- Demonstrate commitment to, and achievement of, equality and diversity issues.

Desirable

- Experience of developing effective and productive links with Elected Members and working successfully in a political environment.

Personal Qualities

Essential

- Highly motivated.
- Inspires confidence in others.
- Commands respect.

Any Additional Job Related Requirements

- If required, must undergo an appropriate disclosure check and become a PVG member.

Key documents

Here are links to our key corporate documents.

[City Plan](#)

[Council Plan](#)

[Neighbourhood Services Plan](#)

[Dundee City Council Financial Plan](#)

[Our People Strategy](#)

[Employee Health and Wellbeing Framework](#)

Here are links to key Neighbourhood Services documents.

[Dundee Biodiversity Action Plan 2020-30](#)

[Local Food Growing Strategy](#)

[Waste and Recycling Strategy Action Plan 2020-25](#)

[Community Learning and Development Plan 2024-27](#)

[Dundee Locality Leadership 2022-27](#)



Social media and web links

[Dundee City Council website](#)

[OneDundee on the Move](#)

[LinkedIn](#)

[X](#)

[Facebook](#)

[Instagram](#)

[Dundee - One City Many Discoveries website](#)





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