

Job Description

Position Details

Position:	Head of Neighbourhood Operations (Torfaen CBC and Blaenau Gwent CBC)
Directorate:	Neighbourhoods and Environment
Service:	Frontline Operations
Position no:	JE ID 21
Grade:	Grade 13
Hours of work:	37
Work style:	Agile / Service-based working across Torfaen and Blaenau Gwent
DBS required:	
Contact:	Joint Director of Neighbourhoods and Environment
Date:	17/03/2026

Politically Restricted? ☒ **Yes*** ☐ **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Joint Director Neighbourhoods and Environment

The Head of Neighbourhood Operations is responsible for the following service areas across Blaenau Gwent and Torfaen County Borough Councils:

- Streetscene services
- Litter picking and environmental cleanliness
- Cleansing services
- Cemeteries operational services
- Parks and open spaces management
- Playground inspection, maintenance and refurbishment

Job Purpose

To provide strong, visible and effective leadership for frontline operational Streetscene services across Torfaen County Borough Council and Blaenau Gwent County Borough Council. The postholder will be responsible for the delivery, performance and continuous improvement of high-quality frontline services that directly affect residents' daily experience of their local environment, ensuring services are safe, efficient, responsive and financially sustainable.

The role focuses exclusively on the leadership and operational management of frontline services, driving consistency, resilience and harmonisation across both councils while working within a politically led local government environment

Principal Accountabilities

Service Leadership and Delivery

- Provide overall leadership, direction and management of frontline operational services, setting a clear culture focused on safety, performance, customer satisfaction and continuous improvement.
- Ensure frontline services are delivered to agreed standards, meet statutory and regulatory requirements relevant to environmental and public realm services, and respond effectively to local priorities.
- Drive consistent service delivery models across Torfaen and Blaenau Gwent, maximising the benefits of joint working while respecting local need and political context.
- Lead the development and delivery of service plans and operational improvement programmes aligned to council priorities.

Workforce Leadership and Health & Safety

- Provide strong, motivational leadership to large, multi-disciplinary frontline workforces operating across multiple sites and service areas.
- Ensure robust health, safety and welfare arrangements are in place and embedded within day-to-day frontline operations, promoting a strong safety culture.
- Lead effective employee relations, working constructively with trade unions and staff representatives to support service improvement and workforce wellbeing.

Operational Performance and Customer Focus

- Establish and maintain a strong performance management culture, using data, benchmarking and resident feedback to drive improvements in service quality and reliability.
- Ensure services are customer-focused, responsive to complaints and enquiries, and contribute positively to resident satisfaction and community confidence.
- Champion continuous improvement, innovation and modernisation in frontline service delivery.

Financial and Resource Management

- Manage revenue budgets and resources for frontline operational services, ensuring financial control, value for money and alignment with medium-term financial strategies.
- Ensure effective deployment of people, plant and equipment to maximise operational efficiency.
- Oversee contract management and the coordination of fleet usage only where directly related to frontline service delivery, ensuring value for money and service resilience.
- Joint Working and Harmonisation
- Lead and manage joint frontline operational teams across Torfaen and Blaenau Gwent, promoting consistent standards, shared ways of working and collaborative problem solving.
- Support the development of shared policies, procedures and operational frameworks relevant to frontline services.
- Build effective working relationships with senior officers, members and partners across both councils.

Corporate, Leadership and Political Responsibilities

- Contribute as a senior manager to the strategic leadership of the directorate and councils, with a clear focus on frontline operational service delivery.

- Operate effectively within a politically led environment, providing clear, balanced and professional advice to Elected Members on matters relating to frontline services.
- Support financial sustainability through efficient, well-managed and outcome-focused frontline operations.
- Lead service transformation and change programmes within frontline services to improve resilience, efficiency and outcomes for communities. Champion a “one organisation” approach within the directorate, enabling effective joint working, resource sharing and collective accountability.
- Lead a coordinated approach to system and service improvement across the investment, commercial and asset portfolio, strengthening consistency, efficiency and outcomes across both councils. This includes identifying and sponsoring opportunities for digital innovation and the responsible adoption of data-driven tools, automation and artificial intelligence to improve decision-making, programme delivery, asset management and customer experience, while ensuring appropriate governance, ethical use, transparency and risk control.
- Play a key role in emergency and resilience arrangements as they relate to frontline operational services, ensuring appropriate preparedness and response during incidents affecting the public realm.
- Act as a visible role model for the councils’ values, behaviours and commitment to equality, diversity and inclusion.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Educated to degree level or equivalent, or able to demonstrate significant senior management experience within relevant frontline operational services.	E	A
Relevant management or leadership qualification, or equivalent experience.	E / D	A
Experience		
Significant senior leadership experience in the management of frontline operational services such as streetscene, environmental services, parks or public realm services.	E	A,I
Proven experience of leading large, multi-disciplinary workforces across multiple locations and service areas. (E	E	A,I
Demonstrable experience of managing operational budgets, resources and competing priorities within a constrained financial environment.	E	A,I
A strong track record of service improvement, performance management and delivering measurable operational outcomes.	E	A,I
Experience of working effectively within a political environment, providing professional advice to elected members.	E	A,I
Experience of partnership working and engagement with communities, stakeholders and external organisations. (E)	E	A,I

Knowledge / Skills**Minimum Welsh Language Skill Requirements**

(Indicated with a tick (✓) below)

Assessment
methods: Application
(A), Interview (I),
Presentation (P),
Test (T),

Strong understanding of legislation, regulation and best practice relevant to frontline environmental, streetscene, parks and public realm services.

E

A,I

Excellent leadership, communication and influencing skills, with the ability to motivate teams and build trust with members and communities.

E

A,I

Ability to drive operational performance, customer satisfaction and continuous improvement.

E

A,I

Strong financial, analytical and problem-solving skills.

E

A,I

Ability to operate effectively across two councils, managing complexity and supporting harmonised service delivery.

E

A,I

Personal Attributes

Politically astute, professional and resilient, with sound judgement and integrity.

E

A,I

Inclusive leadership style with a commitment to equality, diversity and workforce wellbeing.

E

A,I

Has an inclusive style and seeks feedback; taking a joined up approach to problem solving;

E

A,I

Engages assertively in debate but is skilled in resolving differences without conflict;

E

A,I

Demonstrates an absolute commitment to equality and embraces diversity

E

A,I

Understands their own strengths and weakness, and is committed to self improvement;

E

A,I

Believes in the ethos of public service and sets an example of high standards of conduct in this respect.

E

A,I

Results-focused, pragmatic and adaptable, with a strong commitment to public service values.

E

Special Working Conditions / Requirements

Ability to travel between sites across Torfaen and Blaenau Gwent as required.

E

A

Commitment to ongoing professional development.

	Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional. X	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

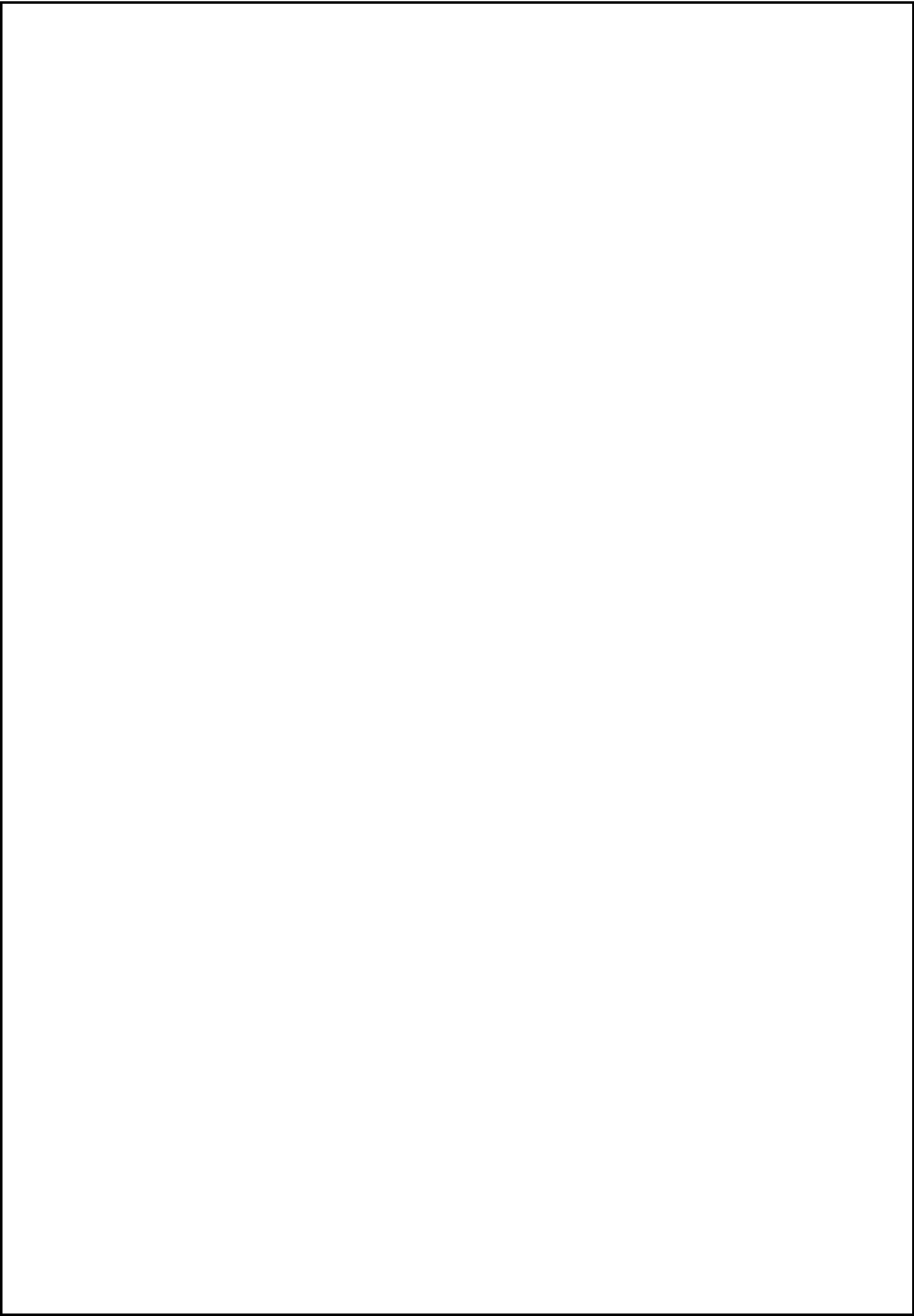
Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Provides inspirational leadership and is a role model to others	A,I,PP
Takes direct responsibility and is accountable for actions	A,I,PP
Respects and values the contribution and ambition of others	A,I,PP
Actively promotes equality and diversity	A,I,PP
Challenges unacceptable behaviour/attitudes	A,I,PP
Recognises and celebrates achievements	A,I,PP
Defends colleagues against inappropriate criticism	PP
Demonstrates and is an example of good work-life balance	PP

Competencies – Delivering the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Communicates a compelling view of the future	I
Ensures the vision is meaningful to all	A,I,PP
Challenges the vision appropriately	PP
Proactively promotes the vision to others	A,I,PP



Competencies – Setting & Achieving Ambitious Targets	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	A,I,PP
Agrees ambitious performance targets and priorities for self and others	A,I,PP
Sets high standards and keeps self and others focused on outcomes	A,I,PP
Gives regular, constructive feedback on service /team/ individual performance	A,I,PP
Recognises and celebrates success	A,I,PP
Challenges poor performance appropriately	A,I,PP
Seeks learning opportunities from results	A,I,PP

Competencies – Empowering Our People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	A,I,PP
Works to identify training and development needs in others	A,I,PP
Encourages others to think for themselves	A,I,PP
Promotes risk-taking and supports appropriately	A,I,PP
Utilises and respects the skills, experience, and ambition of others at all levels	A,I,PP
Promotes and demonstrates personal and professional learning and development in self and others	A,I,PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Creates and encourages two-way communication inside and outside the organisation	A,I,PP
Uses appropriate and precise methods of communication	A,I,PP
Has personal credibility with a variety of different groups and uses networks effectively	A,I,PP
Communicates positively and respectfully	A,I,PP
Actively listens and respects others' points of view	A,I,PP
Checks own and others' understanding	A,I,PP

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to take action and be accountable	A,I,PP
Regards problem solving as an improvement opportunity	A,I,PP
Involves others in decision making	A,I,PP
Steps back and takes a wider view	A,I,PP
Uses evidence to challenge or support point of view	A,I,PP
Considers implications of proposed decisions	A,I,PP
Ensures decisions link to continually improving performance	A,I,PP
Has the confidence to make ambitious, difficult, or unpopular decisions	A,I,PP
Is able to justify and explain decisions	A,I,PP

Competencies – Working in Partnership	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the “big picture”	A,I,PP
Promotes and is actively involved in multi-agency partnerships to continually improve services for the citizen	A,I,PP
Networks effectively internally and externally	A,I,PP
Recognises, respects, and utilises the expertise of others	A,I,PP
Proactively shares knowledge and information	A,I,PP
Seeks out the most appropriate people to contribute to partnership working	A,I,PP

Competencies – Managing the Political Interface	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands the political environment locally, regionally, and nationally	A,I,PP
Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction	A,I,PP
Establishes and continually improves positive and appropriate interaction with all Councillors	A,I,PP
Raises issues and constructively challenges in an appropriate and sensitive manner	A,I,PP
Ensures others understand the political dimension of their work	A,I,PP
Provides timely, constructive, high quality professional advice to assist the political decision making process	A,I,PP

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	A,I,PP
Is positive about change and identifies potential benefits to the citizen	A,I,PP
Taps into the innovative and creative potential of others	A,I,PP
Considers different methods/approaches	A,I,PP
Encourages others to suggest new ideas	A,I,PP
Supports and develops others' ideas	A,I,PP
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	A,I,PP

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