

Heads of Service Environment and Public Protection

Candidate Pack



MEET OUR SERVICE DIRECTOR

BEN PERCIVAL



Thank you for considering Sandwell Council for your next opportunity.

I've an absolute passion for these services and the potential they have to positively impact our borough and our residents' quality of life.

I've spent my whole career in local government working across a number of authorities, principally in large-scale front-line customer-facing services. This has given me a genuine understanding of the complexities of operational management and the importance residents place on dependable, consistent service delivery.

I am also acutely aware that these are high-cost, high head-count "traditional" services that present potential for performance improvement and service re-design.

Moreover, these are services that our residents interact with daily and should be shaped to better meet residents' individual and changing needs.



More about Environment and Public Protection

Environment and Public Protection brings together a broad range of resident-facing services that have a critical impact on residents' quality of life from the moment they step out of their front doors: has their bin been emptied, is their street clean, is the grass verge cut, is the air clean to breathe, can they feel safe and free from harassment.

These services also make Sandwell a place that residents can be proud of, where people choose to live and where businesses choose to invest. At a glance, these services are truly the engine room of Sandwell Council and provide the foundations of the outstanding council we aspire to be:

- Waste and Fleet – the front-face of every authority and at the heart of our green ambitions, waste and recycling delivers the consistent reliable services residents depend on and fleet underpins the service delivery of all council functions.
- Public Realm – ensuring the borough is clean, green and well maintained; that our urban spaces are clean and well presented, that our greenspaces – which cover a quarter of the borough – are well maintained and stewarded to support biodiversity and nature recovery.



- Parks and Visitor Services – maximising the potential of Sandwell’s vast array of green spaces including 32 parks and gardens, more than 90 play facilities and 15 green flag sites, plus the amazing Sandwell Valley, the award-winning Forge Mill Farm and the borough’s exciting events programme.
- Community Safety – ensuring that our residents feel safe, secure and free from harm and harassment. Leading critical functions around community safety, community cohesion, combatting serious violence and violence against women and girls and convening critical partnerships. This team also leads the council’s resilience service coordinating our response to critical incidents.
- Public Protection – the crucial regulatory backbone of the council, delivering critical regulatory functions including licensing, food safety and trading standards. The team also lead the investigation and enforcement of a broad range of environmental crimes to help maintain Sandwell as a great place to live and work.

As one of 5 new Heads of Service you will have the opportunity to lead an ambitious team with a combined budget in excess of £70 million, in an authority keen to embrace change and deliver real improvements for our residents. Recent innovations in the services include the switch to alternate weekly household waste collections, with the council being an early adopter of both dual-stream recycling and food waste collections. The council has also invested more than £1m to completely remodel the Anti-Social Behaviour Team to provide focused support to residents. We are about to embark on ambitious projects to reform how we manage our public realm and our provision of our 600 fleet vehicles.



An indication of both the ambition of the council and the value and importance placed on these services is that these 5 Head of Service roles are new roles. They are additional roles to provide extra senior capacity to drive strategic improvement whilst securing a strong operational grip on these resident-focused services. Candidates will not inherit backlogs and accumulated to-do lists from vacant roles – they will have a clear start, unincumbered by legacy, able to shape their teams and forge strong and ambitious paths for these services.

We look forward to learning more about you in this process and reviewing your application.

If you'd like to find out more about our achievements, plans, and culture, from our CEO, Shokat Lal, you can [watch a video now](#).



Our Values and Behaviours

One team

United and working together with a shared purpose of achieving great results

- Actively role model and create trust
- Enable honest and open communication
- Visible and approachable
- Engage in regular communication
- Recognise contributions and success
- Display a coaching leadership style and inspire others
- Encourage best practice and cross team collaboration
- Drive a healthy work-life balance
- Develop and grow future talent

Customer focus

We care about providing the best possible public service

- Manage customer's expectations
- Ensure the service works to the best outcome for the customer
- Create accessible channels for customer communication
- Encourage customers to lead in service provision
- Take a holistic view of services
- Be accessible to residents, service users, customers and employees
- Engage with customers, seek feedback and enable continuous improvement

Inclusive

Treating each other with respect and knowing our diversity is our strength

- Create an inclusive environment to encourage a voice for everyone
- Create opportunities and champions diversity and inclusivity
- Seek feedback from all audiences to facilitate co-production
- Seek to understand our diverse communities
- Actively challenge barriers to inclusion
- Encourage diversity of thought and perspectives to overcome challenges

Our Values and Behaviours

Ambitious

Striving for excellence, always looking to get better and making sure everyone can take pride in our borough

- Promote a growth mindset
- Communicate the organisation's ambitions and desired outcomes
- Lead, manage and communicate change
- Encourage and inspire creativity and innovation within boundaries
- Seek and encourage everyone to be the best in class
- Create channels for giving and receiving feedback
- Tackle under-performance early and challenge unacceptable behaviour with courage
- Grow personal credibility
- Communicate with passion and integrity to maintain and elevate the reputation of the service and the council

Accountable

Deliver what we say we will

- Create a clear vision and strategy
- Consider external and internal factors
- Encourage learning from feedback and complaints
- Promote resilience and adaptability
- Set clear expectations and standards for self and others
- Provide resources for service provision
- Empower others to solve problems and take ownership
- Give support to strengthen team and personal resilience
- Make timely and well-judged decisions



A NEW STORY FOR SANDWELL

Made 50 years ago from six proud towns, Sandwell is a place built on making things happen. It's where industry met innovation, and where strong communities still shape the future.

The Sandwell Story is a campaign and programme of work to celebrate the people, places and partnerships that make this borough a great place to live, work, learn and visit. [Find out more at the Sandwell Story website.](#)



*Watch the New
Story for
Sandwell video*



Service Director, Environment & Public Protection

Head of Waste & Fleet

- Waste collection
- Waste disposal
- Serco contract management
- Fleet Services
- AWC Transformation
- Fleet Transformation
- Carbon Reduction

Head of Public Realm

- Grounds maintenance
- Countryside services
- Street cleansing
- Tree management
- Estate consolidation
- Ecology and biodiversity

Head of Parks & Visitor Services

- Park operations and management
- Play Areas
- Events
- Sandwell Valley
- Lightwoods House
- Forge Mill Farm
- Land & asset management

Head of Community Safety

- Community Safety Strategy & Partnership
- Antisocial Behaviour Team
- CCTV and Concierge Service
- Environmental Protection Team (EPOs)
- Emergency Planning & Resilience

Head of Public Protection

- Environmental Enforcement (Inc. Rapids & Pest Control)
- Taxi & General Licensing & Enforcement
- Environmental Health
- Trading Standards
- Business Support Team

PERSON SPECIFICATION

Head of Service

JOB DESCRIPTIONS

Head of Community Safety

Head of Public Protection

Head of Public Realm

Head of Waste and Fleet

Head of Parks and Visitor Services



LOCATION



Sandwell is a metropolitan borough in the Black Country, which is made up of six towns - Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich.

Located in the West Midlands, Sandwell borders Birmingham city, Dudley borough, Walsall borough and Wolverhampton city.

The borough has excellent access to the national motorway network with five junctions feeding in to the M5 and M6 motorways serving the South West, South East and North West regions of the UK.

Sandwell also benefits from a mainline train station - Sandwell and Dudley and the Midland Metro.



OUR OFFER TO YOU

Join the largest employer in Sandwell, where over 3,500 of our diverse employees thrive in hundreds of unique roles.

To support you to develop your career with us, we offer:

- A competitive pay progression structure and leave allowance
- Hybrid working arrangements and a flexitime system (subject to needs of the role)
- Supportive staff networks including Culture Champions, helping to fulfil our organisational culture aspirations and make us a fully inclusive employer
- A confidential counselling service (BACP approved) and a mediation service is available on managerial referral
- Talent initiatives including apprenticeship programmes at all levels, and the prestigious National Graduate Development Programme.
- Learning and development including management development training, employee wellbeing workshops and job role specific training.
- A professional coaching and mentoring offer
- Employee performance and development processes with regular check-ins and an annual review to help you be your best
- Recognition for your hard work through our 'We our Sandwell' award scheme and colleague appreciation schemes
- Work that makes a real difference to our customers and residents, continually improving our boroughs.
- Access to trade unions



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Our aim is to be an outstanding Council and we recognise that part of that is providing the best employee experience possible. At Sandwell we care about our people and commit to keeping our colleagues safe and well at work.

To make sure everyone can be their best and feel like they count, our support offer includes:

- Our employee assistance programme with free, confidential, 24/7 helpline service staffed by professional counsellors
- Access to occupational health services
- Wellbeing champions network
- Supportive carers and parental policies
- Generous maternity, paternity and adoption leave
- Disability passport scheme
- To help you make the most of your money we offer:
- Membership of West Midlands Pension Fund with generous employer contributions
- Staff deals through our employee benefits scheme

HOW TO APPLY

Finding the right talent for our roles is very important to us here at Sandwell Council. To help us understand how you might be a fit for our organisation, please submit an up to date CV along with a supporting statement, no longer than 2 sides of A4, detailing how your skills and experience align with our requirements for the role. Please help us to understand more about:

- Your people management and leadership style, approach and skills
- Your depth of technical expertise in the service area that you are applying for
- Your strategic view of the service that you are applying for and what insights you can bring to improve ways of working and delivery for our residents and communities

Recruitment process

We will ask all candidates that are longlisted to complete two assessments for us to help us define a shortlist for interview. These assessments will give us information about you and give an indication of:

- Your preferred ways of working with others
- Your capability within problem solving, critical thinking and managing complex situations
- Your leadership approach



Our interview process will involve two stages across two different interview panels. Each panel and stage is designed to focus on the key areas of competency for the role and determine how you could be a fit for the role and our organisation.

If you have any questions about the role or process, please reach out to our talent team for an informal discussion. If you require any reasonable adjustments as part of your application journey please also let us know how we can support you.

Your contact for this recruitment is Sukhy Lall, our Talent Acquisition Lead. You can connect with her on LinkedIn or email her on Sukhy_lall@sandwell.gov.uk

