

Congleton Town Council

Job Title:	Streetscape Development Manager	Date:	May 2025
Reporting Line:	Chief Officer	Job Level:	LC3 (33-36)
Hours	Full time (37 hours)	Considerations	

FRAMEWORK FOR THE ROLE

The Streetscape Service was part of a Collaboration Agreement with Cheshire East Council in 2014. The team that serviced the Congleton area was transferred over to the Town Council under the agreement, the principle was to see if the service could be enhanced by the council in terms of cost savings and a more flexible service based upon the Town Council's needs. There are 13 staff employed under the Streetscape name and as well as fulfilling the contractual requirements of the collaboration agreement they undertake works or projects in adjoining parish councils as well as supporting the other activities of the town council, such as events and national and regional in bloom competitions .

JOB PURPOSE

1. Develop, manage and maintain the Councils "Streetscape" service contracts by ensuring the effective management and operational efficiency of a dedicated "Streetscape" team
2. Manage monitor and review the implementation of new private commercial contracts whilst ensuring services are not effected with the current streetscape contract as outlined in the 2014 Collaboration Agreement with Cheshire East Council.
3. Ensuring environmental considerations are taken into account in the planning and delivery of the services provided
4. Be responsible for the Council's Health and Safety Policies and Procedures for both the Town Hall staff and Streetscape Staff

KEY RESPONSIBILITIES

1. To ensure that all required specifications and standards are delivered along with excellent levels of customer service to all stakeholders
2. Competently manage a variety of horticultural and grounds maintenance activities including grass mowing, leaf clearance, strimming, litter picking, levelling and, weeding, hedge cutting and minor tree works through the effective and proper use of mechanical and manual method
3. Organise, distribute and direct the use of plant, machinery, equipment and materials for all operations to ensure these are maintained and deployed in a safe, cost-effective and efficient manner
4. Where appropriate attend meetings, and provide information to the community groups, on matters relating to Streetscape activity
5. To provide the professional and effective leadership required to meet the team's objectives, whilst directing the commercial activity and contracts under their control,

6. Manage all aspects of the Streetscape team and individual staff performance including use of resources against agreed shared and personal targets.
7. To Plan and organise the work of the respective teams including the allocation of human and physical resources within allocated budget parameters, ensuring efficient usage. Dealing with timesheets, identifying the need for agency and covering staff, managing holiday requests, administering sickness and absence processes. Collect in all operational task sheets and associated paperwork at the end of the day
8. Prepare and present reports for relevant council committees, project boards, and community stakeholder groups as required
9. Take responsibility for building positive, sustainable relationships with Congleton In Bloom and sub IYN community groups and organisations across Congleton. To lead, manage and motivate the teams.

Finance, Procurement and external contracts

1. To play a leading role in developing external contracts for the Streetscape Service
2. Present initial costed proposals for external contracts to the Chief Officer/ RFO
3. Provide proposals to the Chief Officer / RFO for the procurement / leasing of equipment and vehicles
4. Manage monitor and review the implementation of external contracts to ensure high standards of maintenance, safety, quality of services and value for money are delivered
5. To monitor the performance of the service budgets and income targets and take all necessary action to ensure that effective financial control is exercised
6. Liaise and provide professional advice with client representatives, employees and contractors, delegating as appropriate, in order to:
 - Prepare, write and implements technical specifications that meet client requirements
 - Agree programme of works
 - Inspect and certify work that has been undertaken
 - Agree the value and priority for any additional works
 - Ensure invoices are issued correctly and on time
 - Chase debtor payments

Health and safety

1. Ensure regular checks, tests and deliver tool box talks, to ensure that all current health and safety standards/regulations are followed by staff and volunteers to ensure a safe environment.
2. Maintain all relevant work records and documentation to ensure compliance with all health and safety legislation and council policy and when required ensure maximum communication to all concerned.
3. To identify new models for working practices that fit the council and business need whilst protecting and promoting the safety, health, environment and quality of all employees, clients, and members of the public.
4. To monitor health, safety and welfare within area of responsibility, and to actively participate in the maintenance and improvements of the council overall health, safety and welfare culture. This will include monitoring and developing the Council and Streetscape Service Health and Safety Policies and Procedures.

5. To devise, maintain, consult on and review an Annual Health and Safety Action Plan, setting out priorities and updating performance on a need to know basis.
6. To provide support and advice and facilitate training on employer's and employees' health and safety responsibilities, including induction, risk assessments and accident investigation.
7. To take a pro-active role in advising on the safety of the physical working environment and promoting a positive health and safety culture across our workforce, in order to prevent occupational diseases and promote the health and well-being of the Streetscape employees
8. To ensure regular reporting through the Management Team meetings as requested by the Chief Officer

Flexibility

1. To deputise in the absence of the Town Hall and Assets Manager oversee the management of the Town Hall, including it's caretakers to ensure that the needs of customers are met in the most efficient and effective manner and that high standards are observed and hours used to the best effect.
2. To support the Town Centre and Events Officer in creating a vibrant and viable town centre , To provide event management for the Town Council leading on Council events such as Christmas Lights, Easter Treats, Triathlon, Civic Parade, Remembrance Sunday Events and other Civic Events and significant anniversaries, ensuring the team has the correct equipment supplied as well as meeting all health and safety requirements.
3. To support the role of the Chief Officer and support projects that regenerate the town and deliver the strategic actions identified in the Town Council's business plan or through committees.
4. **During the core working hours of 9.00am to 4.00pm be the Town Council's Emergency contact** : responding to urgent issues reported by residents or Cheshire East Borough Council's Emergency Team and coordinate necessary actions with other relevant council departments and external services.
These could include Fly tipping, offensive Graffiti, Litter, Bins, Needles / sharps/ building damage, security breaches, or potential health hazards
 - **Dispatching appropriate response teams:**
Contacting relevant council departments like maintenance crews, building inspectors, environmental health officers, or external contractors depending on the issue.
 - **Liaising with emergency services:**
Coordinating with police, fire services, or ambulance services when necessary.
 - **Providing basic advice:**
Offering initial guidance to callers based on the situation, such as temporary safety measures while waiting for a response team.
 - **Monitoring emergency situations:**
Tracking the progress of ongoing incidents and updating relevant parties on developments.

DIMENSIONS

Internal

- Line managing 13 Streetscape operatives
- Delivery of the 2014 Collaboration Agreement with Cheshire East Council and external works in surrounding parishes
- Part of the Management team reporting through to the Chief Officer
- Servicing and presenting at relevant committee
- Will be required to attend occasional evening meetings
- Will be required to work flexibly within the organisation

External

- Support community groups on relevant projects
- Liaise with Cheshire East Council on relevant issues and opportunities such as S106, available grants
- Liaising with businesses

Knowledge

- City & Guilds or the equivalent NVQ level 2
- IML Management or equivalent
- ECDL
- IOSH Certificate Management Safety

Essential Skills

- Excellent interpersonal skills
- Project Management and leadership
- Excellent communicator
- Ability to prioritise work
- Generate relevant reports for Council and Committees
- Ability to interpret and act on detailed written instructions.
- Ability to lead motivate and mentor staff
- Able to successfully work on own initiative or as part of a team
- Ability to organise own workload with minimum supervision.
- Basic understanding of horticultural and/or excavation techniques.
- Good customer service and care skills

Experience

- Ideally have worked in a similar role within a council
- Managing budgets effectively
- Experience in plant propagation
- Experience in the safe use of equipment used for plant production
- Tractor and ancillary equipment
- Experience/qualification in operating excavation machinery and small plant.
- Experience of Health and Safety relating to manual handling/working in confined spaces/horticulture.
- Experience in the use and maintenance of machinery

Other general requirements

- To be flexible and reliable.
- Required to work outdoors in all conditions, in a variety of locations and across diverse terrains
- Current Driving Licence
- Ability to work within a greenhouse environment
- Sensitive to the needs of customers.
- Willingness to be trained.

Congleton Town Council is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively