

JOB DESCRIPTION

Job Title: Senior Manager Neighbourhood Services		Ref No:	JE Ref: G641(8)
Directorate: Economy and Infrastructure		Band: 15	Location: Dumfries and Galloway
Responsible To:	Head of Facilities, Waste And Neighbourhood Services		
Responsible For:	Service Leads, Development Officer and staff/resources associated with the post		
Job Purpose:	• Working with the Executive Director, Head of Service, Elected Members and other colleagues contribute to the achievement of Council priorities and outcomes. • To provide strategic and operational leadership for the Council's Neighbourhood Services, ensuring the delivery of high-quality, efficient and customer-focused services across Dumfries and Galloway. The post holder will lead a wide portfolio of community-facing services, including parks, burial grounds, play areas, non-criminalised parking and associated infrastructure • Ensure Best Value, statutory compliance and continuous improvement, and contribute to the achievement of Council priorities, place-based outcomes and community planning objectives • Lead on the development and implementation of the Streetscene model for grounds maintenance and street cleaning, and further incorporation of local services within the model. Develop local relationships with community councils and other community groups and local businesses to enable further asset transfers to these groups. • Manage the Directorate's services in respect of direct service provision for maintenance of Neighbourhood Services, • Provide the lead role for Neighbourhood Services for working in partnership internally and with external partners to continually review the Council policy and implement the process for asset transfer in light of the legislation - Community Empowerment Act (Scotland) 2015. • Develop and improve services to ensure that the Council delivers its priorities, strategic objectives, and meets operational and statutory obligations. • Take responsibility for the management of the functions and services assigned.		

	• Support transformational change and continuous improvement throughout the Directorate by positively challenging culture, systems and processes.
Main Responsibilities:	• Support the Director and Heads of Service in the corporate and strategic leadership of the Directorate to deliver Council Priorities. • Contribute to leadership, vision and strategic direction to areas assigned in partnership with the Director, Heads of Service and Elected Members. • Challenges poor practice or accepted positions both within and out with area of responsibilities. • Assume budget, resource and management responsibility as delegated by the Chief Executive, Directors, Heads of Service and council Standing Orders. • Manage an extensive portfolio of neighbourhood assets including parks, burial grounds, play areas, non-criminalised parking and associated infrastructure • Provide the lead role across neighbourhood services and lead on development and implementation of policies and strategies relevant to the service area across the region. • Lead the Neighbourhood services management team, and ensure effective communication and service coordination across the service. • Identify strategic market opportunities, and lead on preparation of tender responses for external contracts on a regional basis to generate an economic surplus, for appropriate services within community assets. • Ensure that the work of the Directorate is informed by and benefits from the provision of technical / specialist expertise in the assigned areas. • Embed the performance management culture and drive continuous improvement of services through Best Value arrangements to improve outcomes for communities of Dumfries and Galloway. • Contribute to the development and monitoring of service plan/team plans and the Directorate Business Plan which supports the achievement of Council objectives, and be accountable for relevant aspects of its delivery

	and performance. • Develop, implement and utilise appropriate, sufficient and timely management information to monitor and control the use of resources. • Formulate and deliver team and service plans and manage complex tasks. • Positively contribute to the delivery and implementation of the Single Outcome Agreement and actively engage in Corporate and Directorate based initiatives. • Manage key programmes and projects within the Directorate. • Ensure effective and efficient service delivery ensuring a value for money approach to the utilisation of resources. • Ensure that resources (including people and property) are optimised and controlled effectively by the development, implementation and monitoring of robust financial arrangements in compliance with the Council's Financial Management Framework. • Provide accurate, timely and professional guidance to the Executive Director and Heads of Service and ensure the discharge of all relevant statutory responsibilities. • Support the effective management and development of employees across the Service to deliver objectives in accordance with the Council's Workforce and People Strategy ensuring they are skilled, empowered, valued, motivated and high performing. • Contribute to the development of a positive culture across the Directorate, ensuring that the Council's Values are promoted. • Ensure that appropriate activities comply with Standing Orders, Financial Regulations and Codes of Practice. • Understands political environment and responds appropriately to needs, displaying empathy and sensitivity. • Participate in the interface between Elected Members and Officers supporting the democratic processes and providing advice on policy and professional matters. • Be responsible for the preparation of relevant service committee reports and attend the committee to present these reports. • To undertake any other duties as the Executive Director or Head of Service may require. • Represent the Directorate and the Council as required at
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	meetings, working groups, and other events as required. <i>These responsibilities are not exhaustive and may be added to or amended consistent with the job purpose.</i>	
Performance Management	• To manage your own performance and any staff you are responsible for in accordance with the Council's values of Customer First, continuous improvement, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan, as agreed in the Performance Development Review process and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users.	
Prepared by:	Head of]	Facilities, Waste and Neighbourhood services
		Date: 2026