



Role Profile

Role title	Environment Countryside Manager
Business Division	Highways and Environment
Grade	COR12
Reports to (role title)	Environment Contract Manager
Version	V3
Job code	000393

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Role purpose

This role forms part of the revised Environment Services Management Team that will lead and manage the delivery of all the Environment Countryside services (PROW, Sites & Trails & beaches) for CORMAC across Cornwall (East & West). You will be a key member of the Environment Management Team and will be responsible for the efficient and safe design and commissioning of all related works and requirements relating to the Environment assets, and act as the 'Managing Agent' for the Client Team. You will report to the Environment Contracts Manager and provide, CORMAC Directors, Members and Officers of the Council with an effective, efficient value for money service.

You will assist the Environment Contracts Manager in providing innovative service design and solutions towards meeting the Council's strategic objectives and translating these strategic objectives into service delivery in respect to emerging and demanding agendas such as Countryside Access, Climate Change, Environmental Growth, Devolution, Woodland Management, Geo Hazard Policy, Bathing Water Quality, Beach Management, KPI's.

You will oversee all commissioning activities across the range of Countryside service areas including beaches. You will ensure resources are deployed safely and efficiently to ensure all service requirements are met. You will represent Cormac at Client or stakeholder meetings as required.

You will manage the associated accounts ensuring all financial targets and margins are achieved

A key aspect of this role will be to develop a 'rolling' priority programme relating to Capital investment of the PROW network and Southwest Coastal Path to suit the needs of the Client team and to inform future funding and delivery

It will be important to ensure that there is a consistent Cornwall wide standard in respect to all service delivery and operations.

To lead on day-today liaison with the Client regarding Countryside matters, with elected members, parish/town councils, other stakeholders and the general public to ensure co-ordinated delivery of Environment Services.

You will also work closely with all Managers and Business Units across Cormac to provide a seamless, co-ordinated, efficient and effective response to day to day Environment service delivery.

Dimensions

Annual financial accountability

Accountable for an Environment Countryside service budget of circa £5m (includes capital Programme Delivery)

Direct accountability for the following roles

4 x Area Manager – Environment Countryside (East & West)
Senior Beach Ranger

Total number of employees that report to the role (directly and indirectly)

All employees engaged in the direct/front line delivery of a diverse range of Environment services amounting to approximately 155 staff in total.

Other key statistics

CORMAC Solutions Limited working with Cornwall Council are responsible for maintaining:-

- 4489km of Public Rights of Way
- 3,604km of footpaths
- 636km of bridleways
- 209km of byways
- 1,000 bridges
- 4 Country Parks
- 200km multi-use trails
- 108 Countryside & heritage sites
- 23 civic spaces
- 65 Parks and Gardens
- Depots – 3 major, 10 satellite
- 30,000 trees
- 300 (750 acres) hectares woodland
- 139 equipped playgrounds & youth areas
- 322km (200miles) of coastline
- 40 beaches
- 100 closed cemeteries & churchyards
- 24 operational cemeteries
- Bude Canal
- 379 recreation/ amenity areas (e.g. football pitches)
- 80% recycling and composting rate.

Context

This is a comprehensive multi-disciplined front-line service encompassing all aspects of environmental countryside matters relating to:

- Access to the PROW network and associated maintenance
- Vegetation control
- Capital programme design and commissioning
- Coastal path management and maintenance
- Assisting in preparation of funding bids
- Enforcement of the Highways Act relating to obstructions on the PROW Network
- Management and commissioning of works related to all countryside assets including country parks, woodland, nature reserves, canal, marshes, trails and cycle networks
- Beaches (Council owned)

Post holder is responsible for fulfilling comprehensive management and commissioning duties across a diverse range of environment assets for the whole of Cornwall. Post holder is also responsible for representing the Council at stakeholder meetings to ensure that the Councils assets are managed in a co-ordinated and cost-effective manner. CORMAC Solutions Ltd is about delivering an integrated approach to shaping and improving the place in which we all live. It is about “Why” and “How” we deliver services to meet the expectations and needs of the community. Operational management and maintenance of Environment assets and their standard is the most visual and forward facing of all Cormac activities delivering a cohesive and corporate approach through all its activities across the whole of Cornwall.

The role will be critical in transforming service delivery in Cornwall to achieve strong, sustainable communities. Working with the Operations Manager, Environment Manager, Capital Programme Manager, Cormac Highways Managers, Members and partners, the role will develop new joined-up way of working, contributing to a consistent Cornwall wide approach to scheme delivery and focus on the provision of services in new and innovative ways. You will encourage and implement a collaborative integrated approach across the Cormac H&E service teams to maximise efficiencies in service operations

Accountabilities

- Assist the Environment Contracts Manager in ensuring that all Environment Countryside Services and commissioning are managed **commercially, safely and effectively** and are **compliant** with all internal and external requirements – including managing the Profit/Loss account to ensure the rate of return is achieved
- Respond effectively on behalf of the Client in respect to commissioning of programmed and reactive maintenance through operational service teams and monitor their effectiveness
- Contribute towards the Capital Programme to enhance access and use of the PROW and Coastal Path Network
- Work in partnership with the Client to successfully discharge statutory duty in respect to Enforcement of the Highways Act relating to PROW
- Encourage development of the Local Maintenance Partnership scheme
- Actively engage with volunteer groups such as the Ramblers, West Country Footpath Preservation Society, friends groups e.g. Camel Trail, Bude Canal Society, Tehidy woods etc.
- Manage & deploy resources to encourage a fully integrated service model to enable efficient and effective delivery of services
- Oversee all accounts relating to the service ensuring all commercially driven financial targets are achieved.
- Commission and oversee all third party/private contractors as required
- On behalf of the Client, oversee the design of service tenders/specifications to ensure they are commercially sound
- Manage and develop service teams to ensure that the services are managed to encourage a ‘One Team’ ethic, fosters a positive culture, embraces Health & Wellbeing, and that the workforce is fully engaged and aware of the organisational goals and the importance of their role in delivering services
- Represent Cormac at internal and external meetings as required – deputise for the Environment Contract Manager-represent Cornwall Council (Client) as required
- To ensure that maintenance works are delivered within budgetary, safety, and functional criteria and to assist and ‘feed’ into the identification of necessary infrastructure works to help the with future investment/planning regarding improvement to the local infrastructure.
- To proactively engage on a day to day basis with elected members to resolve demands for countryside services and deliver local solutions, including liaison with stakeholders and the public.
- To investigate and resolve enquiries and complaints from elected members, Town and parish Councils, stakeholders and the public and to provide statements and information for court proceedings and, when necessary, to attend court on behalf of the council. To investigate insurance claims and to provide advice to the Insurance Section on settlement options/ proceedings.
- To assist the research, liaison, development and approval of new and revised policies relating to the service functions and service maintenance issues
- To represent the Service and the council at local level and manage representation in terms of public interface, elected members, stakeholders and the media.
- Working with the Environment Contract Manager to contribute to the development of the Service, preparation of Business and Development plans and in the development of future programmes of works, assessment of fees and budgets for the delivery of all Environment services.
- To provide advice on Environment Assets - to prepare formal reports for Clients as appropriate and represent Cornwall Council at public meetings.
- Develop successful partnership delivery through Town & Parish Councils on related aspects of Environment services to promote greater ownership and accountability.
- Promote the localism agenda, and ensure effective engagement with Community Area Networks, local partners and communities. Work together with customer service staff to ensure the delivery of seamless customer focussed services, encouraging a greater say for local communities and how Environment services might be delivered.

<ul style="list-style-type: none"> • To undertake standby and out of hours duties relating to service demands and major incidents as required and to monitor weather data and take appropriate action when necessary. • To manage and maintain the Environment Assets in terms of associated legislation and other legal duties • To manage service improvement by employing industry best practice across the service and introducing innovative service delivery models where appropriate. • Minimise the environmental impact of the work of Environment services, to train and support staff to exercise their environmental responsibilities and work with partners to promote environmental good practice, and champion more sustainable ways of working. • To continually look for innovative ways to improve the efficiency and effectiveness of Countryside services. • To maintain confidentiality of information acquired in the course of undertaking duties for the service and the council.
<p>Key objectives for the next 12 months</p> <ul style="list-style-type: none"> • Assist in the review, design and implementation of a Countryside staff structure • Assist in establishing the design and approach to a more integrated Countryside service • Develop new ways of working to ensure a consistent approach to service standards across the East and West service teams • Contribute to the design of innovative service solutions to maintain contractual continuity within Environment Services Term Contract based on efficiency and value for money • Continue to develop cost efficient solutions to achieve financial sustainability of the core CC environment contract in respect of the 'Fee' the Council pay Cormac for the services • Assist in the review/development of the Cormac brand in relation to Countryside and Beach management services

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed.

Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behavioural Competencies	Recruitment and selection
<p>Making Safety First This is about ensuring safety is at the forefront of everything we do and embedded throughout the business, enabling CORMAC to be recognised as a proactive leader in risk management and contributing to our aspiration of Zero Harm for everyone involved with, or affected by our work activities</p> <ul style="list-style-type: none"> • Encourage ownership of risk by teams managing work activities • Maintaining regular front line presence to demonstrate leadership for safety • Ensure hierarchy of risk control for elimination of hazards is considered from project inception through to completion • Keeps abreast of legislative change and emerging technologies to maximise impact on safety management 	<p style="text-align: center;">Interview</p>

<p>Working Together towards a Successful Business</p> <p>This is about contributing to good working relationships and team effectiveness, so that the collective performance is greater than the sum of each individual's effort, whilst recognising the contribution each team makes to CORMAC's business objectives. This is seen by:</p> <ul style="list-style-type: none"> • Tackling conflict within the team or group, trying to balance team and individual needs • Sharing resources for the benefit of the wider organisation • Supporting teams and individuals during difficult or challenging times • Asking for and using ideas from team members to improve work and meet business objectives 	Interview
<p>Leading the Business and Managing Change</p> <p>This is about contributing to the business and inspiring others to learn and develop whilst accepting challenges, especially in times of change. This is seen by:</p> <ul style="list-style-type: none"> • Using a tailored approach, individually and with group, to develop and stretch their ability • Seeking regular feedback for self and team, and is open about and learns from actions • Influencing persuasively at all levels and takes appropriate and shared decisions to fulfil business objectives • Offering constructive suggestions, formulating new ideas and driving change across the business 	Interview
<p>Satisfying our Customers and Engaging with our Community</p> <p>This is about contributing to good customer (including client) relationships and working with and engaging our partners and communities to support local aspirations. This is seen by:</p> <ul style="list-style-type: none"> • Keeping abreast of changing customer needs / issues and anticipates the impact on CORMAC • Using intelligence about customers and local communities to improve service • Building effective relationships with the community and works with them to meet their aspirations • Working collaboration with internal and external partners to deliver business objectives and enhance CORMAC's reputation 	Interview
<p>Sustaining and Innovation our Business</p> <p>This is about contributing to the ongoing success and development of CORMAC's business, by growing and innovating for long term sustainability. This is seen by:</p> <ul style="list-style-type: none"> • Understanding CORMAC's relative position in relation to key success factors in the industry • Developing networks (internally and externally) to get regular and up to date information about opportunities • Negotiating with suppliers / providers to get the best deal and secure long term relationships • Championing CORMAC's reputation and seeks competitive advantage 	Interview

Knowledge, skills and experience	Recruitment and selection
Chartered or related Environment Degree or equivalent	Application Form
Successful and consistent achievement in Operational Service delivery at management level	Application Form Interview
A track record of successful change management, implementing and delivering new working policies and practices alongside significant cultural and structural change that deliver improved services for customers / service users in a more efficient way.	Interview
Significant track record of success in building effective teams and leading professional staff to achieve organisational aims and objectives.	Interview

Successful experience of giving advice to and building relationships with elected Members and/or Board members.	Application Form Interview
Successful track record of enhancing the reputation of an organisation that has generated tangible benefits for customers and/or service users.	Application Form
A sound Environment & Contract Management background is essential to enable the post holder to make decisions and provide guidance to team members, on complex issues relating to the Environment Asset base and infrastructure.	Interview
An understanding of environmental related legislation, policy and procedures.	Application Form Interview
Experience in dealing with wide range of stakeholders both internal and external to the Council, which will require a high level of communication, through oral and written presentation.	Application Form Interview
Sound and thorough understanding of Health and Safety Legislation and Environment Law related to managing an operational service.	Application Form Interview
Up to date knowledge and understanding of E.U. and government policy and legislation on environmental sources and associated best practice	Application Form Interview
Experience of leading a team of staff that are customer focused and monitor their output to ensure that service standards are met.	Application Form Interview
Experience of dealing with the media and representing an operational service at open meetings, pressure groups and stakeholder meetings.	Application Form Interview

Other requirements	Recruitment and selection
This role has been identified by the organisation as safety critical	YES
This post is subject to overtime (where approved/appropriate)	NO
This post is subject to the Company's Flexitime Scheme	NO
This post is subject to a criminal records disclosure check	NO
This is a politically restricted post	YES

Structure chart

