

# Job description

## Assistant Director Street Operations Service

- Grade: CO4
  - Reports to: Director of Environment & Public Safety
  - Direct reports: 6
  - Your team: Street Operations
  - Service area: Environment and Public Safety
- Directorate: Environment and Climate Change

### Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

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This post is subject to the council's declaration of interest procedure

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This post is designated as politically restricted

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

The Assistant Director, Street Operations Service, provides strategic and operational leadership for high-performing environmental services, including waste and recycling (residential, commercial, estates, and schools), street cleansing, fly-tip removal, and graffiti management. The role is central to delivering Islington's Greener, Healthier ambitions by embedding sustainability, climate action, clean air priorities, and behaviour change into service delivery. Responsible for significant budgets, commercial development and a large workforce, the postholder drives digital innovation, health and safety excellence, and continuous improvement. As a key member of the senior leadership team, they represent the council externally and contribute to borough-wide transformation for cleaner, safer, fairer communities.

## Key responsibilities

- Provide strategic and operational leadership of core environmental services. Lead the delivery, development and performance of front-line environmental operations, including 24/7 waste and recycling collection (residential, commercial, estates, schools), street and estate cleansing, fly-tip removal, and graffiti management. Ensure services deliver high quality, good value, and excellent outcomes for residents while contributing to a fairer, greener Islington.
- Deliver Islington's environmental and climate goals through operational transformation. Embed sustainability and climate resilience across services to support the borough's climate emergency response. Promote waste minimisation, behaviour change and carbon reduction through innovative service design and circular economy approaches that reduce emissions, pollution, and environmental harm.
- Lead digital transformation and continuous service innovation. Modernise operations by adopting digital technologies and smarter working practices to improve route planning, service delivery, workforce visibility, customer contact, and resident satisfaction. Use data-driven insights to enhance accessibility, accountability, and efficiency.
- Develop strategic and operational service planning frameworks. Lead the development of integrated, evidence-based strategies, business plans and annual service delivery plans aligned to council objectives. Coordinate service reviews, quality assurance, and improvement programmes to drive operational resilience, financial sustainability, and measurable environmental gains.
- Lead resident, councillor and community engagement. Promote a responsive, inclusive and customer-focused service culture. Work collaboratively with councillors, communities, and businesses to co-design solutions and deliver borough-wide behaviour change campaigns focused on reducing littering, improving recycling, and tackling non-compliance in waste disposal.
- Oversee financial management and commercial development. Lead the service's capital and revenue budget planning, forecasting and monitoring. Ensure financial discipline and value for money while growing income through commercial waste services, market analysis, business case development, and securing external grants or funding streams.
- Ensure health, safety and wellbeing are embedded throughout operations. Take full responsibility for health, safety and welfare within street operations, ensuring compliance with statutory requirements and corporate standards. Oversee the implementation of safe working practices, staff induction and training, and foster positive working relationships with Trade Unions.

- Lead emergency planning and service continuity management. Ensure business continuity plans are developed, tested and maintained. Support the council's 'Gold' and 'Silver' emergency response structures, providing operational leadership and participating in out-of-hours rota duties to ensure the service remains resilient in crisis situations.
- Provide visible leadership and workforce development. Build a high-performing, inclusive and motivated workforce through robust performance management, effective communication, and active engagement. Ensure regular 1:1s, clear objective setting, appraisals, and professional development that supports staff retention and satisfaction.
- Foster internal collaboration and external partnership working. Lead joined up working across council services (e.g. Housing, Greenspaces, Public Health) and maintain strong partnerships with organisations such as the North London Waste Authority and other boroughs. Support integrated environmental outcomes including cleaner streets, improved public spaces, and enhanced biodiversity.
- Influence policy and represent the council with authority and credibility. Provide professional advice to senior officers, elected members and scrutiny committees. Represent the council externally with media, MPs, GLA, and national/regional networks to influence policy, share best practice, and enhance Islington's reputation in environmental service leadership.
- Contribute to corporate leadership and cross-council transformation. Actively support corporate and departmental priorities as a member of the extended senior leadership team. Champion organisational change, uphold governance and compliance standards, and contribute to cross-cutting programmes that improve council-wide service integration and resident outcomes.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Budget responsibilities

Responsible for a budget of up to £27 million

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Proven experience of operating as a senior leader in a large, complex operational setting (e.g. local authority or equivalent), with responsibility for delivering high-performing street cleansing, waste, recycling and commercial services.	Essential
2	Demonstrable experience of leading business and financial planning, including governance, risk management, budget control, and delivering high-quality, cost-effective services.	Essential
3	Record of accomplishment of successfully operating as a senior leader and manager at senior operations / service head level in a large, complex and comparable 'environmental' and operational setting (local authority, public sector organisation or equivalent).	Essential
4	In-depth knowledge of environmental legislation and statutory obligations, with technical expertise across waste, recycling, commercial operations, and street cleansing.	Essential
5	A strong track record of health and safety leadership, including risk assessments, regulatory compliance, safe systems of work and positive engagement with Trade Unions.	Essential

Point	Criteria description	Essential/desirable
6	Experience of leading successful change and transformation programmes, using service reviews, digital innovation, benchmarking and quality management systems to improve outcomes and value.	Essential
7	Strong commercial acumen, including business case development, income generation, commercial waste growth and securing external funding or grant income.	Essential
8	Proven ability to deliver customer-focused services and behaviour change programmes that improve recycling, reduce littering and fly-tipping, and raise environmental standards.	Essential
9	Knowledge and experience of applying digital tools and data-led innovation to improve operational performance, customer service, efficiency and strategic planning.	Essential
10	Demonstrable experience of working in a political environment, providing high-quality advice to elected members, engaging with scrutiny processes and building effective working relationships with councillors and MPs.	Essential
11	A track record of developing strong internal collaboration and external partnerships with borough services, statutory agencies, professional bodies, and commercial partners.	Essential
12	Strong, visible leadership and management skills with the ability to motivate and develop staff, lead inclusive teams, and embed a high-performance culture aligned with organisational values.	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.