

Recruitment Assistant Director Street Operations Service

Candidate pack – April 2026



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Welcome

Dear Candidate,

We are delighted that you are considering joining the team at Islington.

Islington is a borough of creativity, culture and opportunity. We know that, despite pockets of prosperity, a significant number of residents continue to face substantial and enduring inequality. Our purpose is simple – to work together for a more equal Islington. For us, this means excellent public services, sound stewardship of public money, and a relentless focus on outcomes for residents.

We have strong foundations. We have vision, creativity and energy in the work we do. We have strengthened our financial resilience, modernised how we use data and digital, and continue to invest in our people so they have the tools and support to deliver good quality services every day. We are proud of that platform—and we want to do more to deliver our purpose. The Assistant Director of Street Operations is a pivotal role for the council and for the everyday experience of our borough. The role sits at the heart of how Islington looks, feels and functions—from clean and safe streets to effective waste and recycling services—and plays a critical part in delivering our ambitions for a greener, healthier and more equal Islington.

We demand strong, ambitious and personable leadership. One that can bring creativity, innovation and confidence to delivery in Islington. As Assistant Director of Street Operations, you will lead and oversee some of the council's most visible frontline services, including waste and recycling, street and estate cleansing, fly-tip removal and graffiti management. You will be a visible and credible senior leader, working closely with Members, communities, partners and colleagues across the council to translate ambition into high-quality, resilient delivery. You will drive service modernisation, digital innovation and continuous improvement, while maintaining strong operational grip, financial discipline and the highest standards of health and safety. In doing so, you will champion our CARE values—Collaborative, Ambitious, Resourceful and Empowering—and help build an inclusive, high-performing culture where frontline colleagues are supported to do their best work and residents see the difference every day.

This is your chance to join a collaborative leadership team, focused on improving outcomes for our residents and communities. Join us and help us lead Islington in delivering together for a more equal future.

Warm regards,



Besserat Atsebaha
**Director of Environment
and Public Safety**



Wayne Stephenson
**Corporate Director of Environment
and Climate Change**



ISLINGTON
KEEPING
ISLINGTON
CLEAN

Space-Liner

126W

ISLINGTON

93

Our values

We care about Islington and the people we serve; it's the reason why most of us do what we do and why we're determined to deliver our purpose. To help create the positive change our purpose demands, we need to be open to change ourselves. To changing how we do things and how we work with one another and our community. We're guided to create that positive change by our shared values.



We collaborate

We work together. In everything we do we break down boundaries and siloes, and collaborate across teams, disciplines and service areas. We collaborate with our community too, co-creating hand in hand with residents and partners. We seek out difference, embracing Islington's rich diversity, because we know that better ideas and faster progress come from a mix of perspectives, representative voices and real life, lived experience.



We're ambitious

We have an ambitious purpose that demands change. We pour all our energy and passion into making that change happen. We do what we say we'll do. We commit. We walk the walk, and we follow through. We work hard to create positive impact, tangible outcomes and lasting change. We deliver for our colleagues and our community and make the effort to show how our work makes a difference.



We're resourceful

To create the momentum our purpose demands we need to be creative, agile and fluid in how we work. We harness our energy and enthusiasm to make our resources go further for the people we work with and the people we serve. We use our ingenuity to think ahead, connect things up and deliver services that create more positive change.




We empower each other

We can't do everything on our own. To deliver our purpose we need to plug into the energy, ideas and experience in Islington, inside the council and our wider community. To get the best out of each other, we're open, straightforward and transparent. We share information. We enable. We pass on power and create space for others to influence and lead. We listen and we're not afraid to ask tough questions, admit when we're learning and let more people into our decision-making processes.

Join us



Watch our video

 https://youtu.be/ULQaMkrU3w8?si=CN5844N_oumU5GDY

Key facts

Second most densely populated



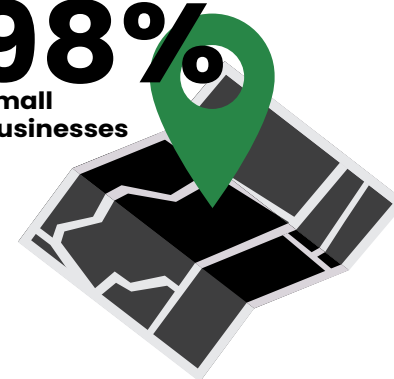
Islington is the third-smallest and second-most densely populated borough in London

Only 13% of the borough's land is green space, the second lowest of any local authority in the country

Only **13%** green space



98% small businesses



Small businesses make up 98% of businesses in Islington

19 National Portfolio Organisations



We are home to 19 National Portfolio Organisations, such as award-winning venues like The Almeida and Sadler's Wells

Islington

Key facts

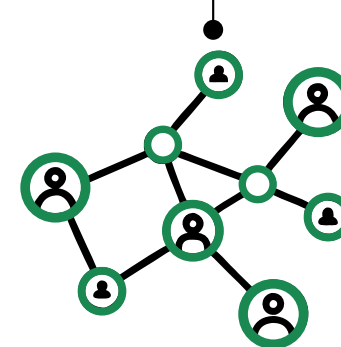
38% aged 20-35



38% of our population is aged 20-35 – significantly higher than the London average – but is forecast to decrease and age over the next decade

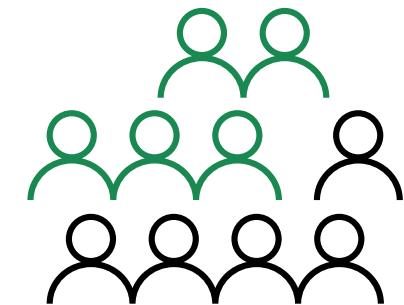
30% of properties are privately rented, and a further 25% are socially rented from us

30% privately rented **25%** socially rented




60% of our residents identify as non-White British, with Spanish becoming the most spoken language after English (Somali among children)

The borough is becoming more secular, with Christianity and Islam the most common religions for those with faith





Islington Council Offices

- ^ Almeida Theatre
- ^ Islington Town Hall
- ^ Angel Tube 



 ISLINGTON

The opportunity

Are you prepared to make a real difference? Are you ready to help guide one of London's most vibrant and forward thinking boroughs as it serves its community?

Islington is a vibrant, diverse inner-London borough with ambitious plans to become cleaner, greener and fairer for everyone who lives, works and visits here. Our streets, public spaces and environmental services play a vital role in delivering that ambition – from keeping neighbourhoods clean and safe, to supporting climate action, behaviour change and civic pride.

We are seeking an experienced and values-led leader to join us as Assistant Director of Street Operations. This is a high-profile and influential role, providing strategic and operational leadership for some of the council's most visible services, including waste and recycling, street and estate cleansing, fly-tip removal and graffiti management. You will lead large, complex operations with significant budgets and a sizeable workforce, ensuring services are safe, resilient, customer-focused and delivering strong value for money.

As a senior leader within the Environment and Climate Change Directorate, you will play a central role in delivering Islington's Greener and Healthier ambitions. You will embed sustainability, climate resilience

and digital innovation into day-to-day operations, modernising services and improving outcomes for residents. You will also represent the council with credibility and confidence – working closely with councillors, communities, partners and regional bodies to shape policy, influence best practice and deliver borough-wide transformation.

This is an opportunity to make a real impact at scale: leading services that operate 24/7, responding to incidents and emergencies, driving continuous improvement and setting the standard for environmental services in a dense, complex urban environment.

As Assistant Director Street Operations, you will:

- Lead some of the council's most visible frontline services, providing strategic and operational leadership for waste and recycling, street and estate cleansing, fly-tip removal and graffiti management, ensuring services are high-performing, safe, resilient and valued by residents.
- Provide strategic leadership to translate the council's Greener and Healthier ambitions into everyday operations,

embedding sustainability, climate resilience, waste minimisation and behaviour change into service design and delivery to reduce environmental impact and improve outcomes for communities.

- Provide strong operational and financial leadership, managing significant revenue and capital budgets, ensuring value for money, robust governance and the sustainable growth of commercial income streams such as commercial waste services.
- Lead high-quality engagement with residents, councillors and communities, shaping responsive services, supporting co-designed solutions and delivering behaviour change programmes that improve cleanliness, compliance and civic pride
- Play a visible role in corporate leadership, working collaboratively across the council and with partners such as the North London Waste Authority, representing Islington externally and contributing to borough-wide transformation and policy influence.

What we're looking for

We are looking for a confident, capable and inclusive leader with a strong track record of operating at a senior level in large, complex operational environments.

You will bring deep experience of leading high-profile environmental or frontline services – such as waste, recycling, street cleansing or commercial operations – combined with the ability to manage significant budgets, governance arrangements and risk. You will be comfortable balancing operational grip with strategic thinking, ensuring services perform strongly today while continually evolving to meet future challenges.

You will be a visible and engaging leader who understands the importance of health, safety and workforce wellbeing in front-line operations, and who can work constructively with trade unions to build trust and a positive safety culture. You will also bring strong commercial awareness, with experience of income generation, business planning or service transformation that delivers financial sustainability alongside improved outcomes.

We're looking for someone who can lead change with purpose: using data, digital tools and innovation to improve service quality, customer experience and efficiency. You will be politically astute, able to provide high-quality advice to elected members, engage confidently with scrutiny, and represent the council externally with authority.

Above all, you will share Islington's commitment to working together for a more equal future. You will lead in a way that is collaborative, ambitious, resourceful and empowering – creating inclusive teams, valuing lived experience, and ensuring that the services you lead make a tangible, positive difference to residents and communities across the borough.

Application closing date:
Sunday 10 May 2026





Our purpose

In Islington, we work together for a more equal future, because we believe a more equal Islington is better for all of us.

To achieve this goal, we know that we need to be more together. More together inside the council – across teams, disciplines and service areas. More together with our residents – with open doors and open minds. More together with our partners, and everyone who chooses to call Islington home.

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.

The role

Assistant Director Street Operations Service

Directorate: Environment and Climate Change

Grade: CO4

Reports to: Director of Environment and Public Safety

Direct reports: Up to 6

Your team: Street Operations

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

Other information: This post requires a declaration of interest and is designated as politically restricted.

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.

Key responsibilities

- 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

- a budget of up to £27m.

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

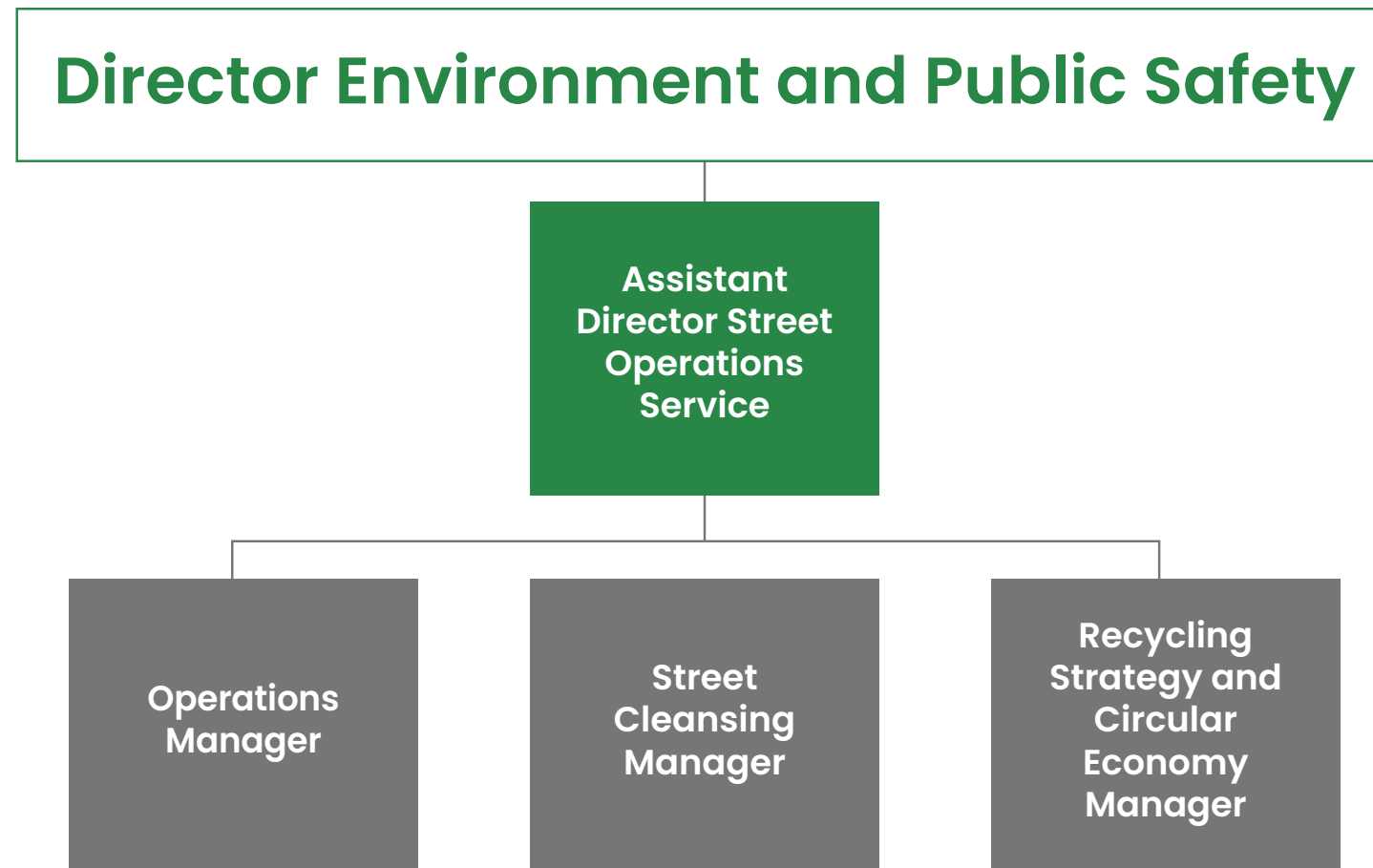
Point	Criteria description	Essential/desirable
1	Proven experience of operating as a senior leader in a large, complex operational setting (e.g. local authority or equivalent), with responsibility for delivering high-performing street cleansing, waste, recycling and commercial services.	Essential
2	Demonstrable 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
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

Point	Criteria description	Essential/desirable
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

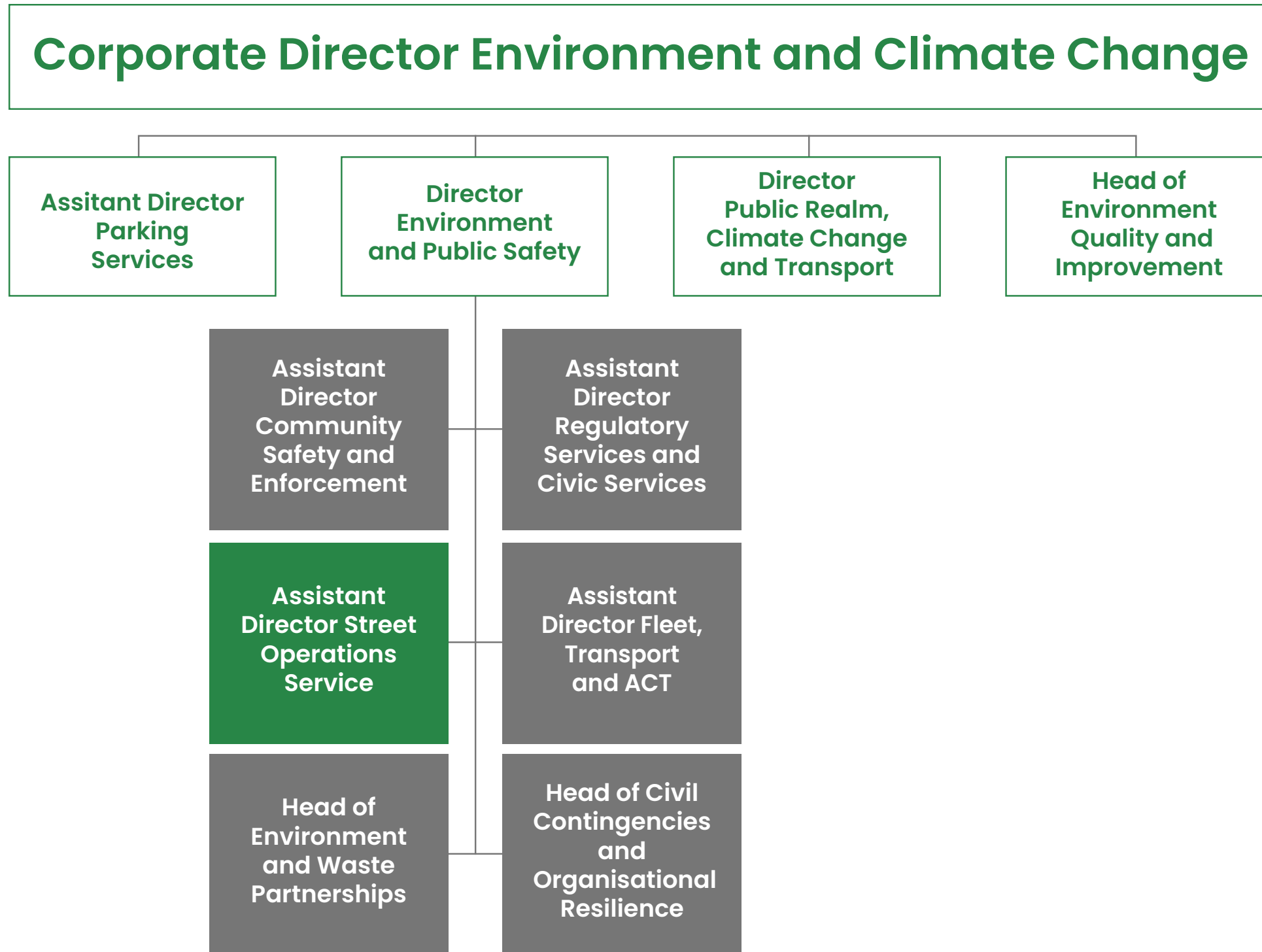
Our accreditations



Organisation chart



Organisation chart





Further reading

Islington Together Delivery Plan 2024-2026
Islington Together 2030 Plan set five missions to create a more equal future for Islington, where everyone is able to thrive:

Child Friendly
Islington is a place where all children and young people are healthy, confident and have their needs met. We will ensure that every child and young person has the opportunity to be part of our local change.

Create a services offer of support for families with school age children (5-15) including: 2025

Develop 0-19 (in 25 with 2026) Family Home approach to supporting children and families

Develop the Child Friendly Islington programme and partners, ready to deliver the 2024-26 mission

Implement the school re-organisation plan

Collaborate with partners to improve the factors affecting school attendance

Mature and embed the framework for sharing Corporate Planning

Community Wealth Building
Islington is a place where everyone has the opportunity to thrive. We will ensure that everyone has the opportunity to be part of our local change.

Secure £20m additional income for low income households by supporting them to claim their full benefit entitlement

Support delivery of 5,000 opportunities and 5,000 local jobs for work

Publish and commence delivery of a Strategic Asset Management Plan to ensure assets are aligned in support of strategic mission

Enable key local economic clusters to grow. Be creative, lead and create - to create more training and business growth opportunities, targeting opportunities from under-represented groups

Establish a long term approach to tackling the underlying causes of poverty and economic wellbeing

Convert local Anchor institutions to deliver shared targets for local employment, local procurement and distribution

Empowering People
Everyone in Islington who needs it has the opportunity to be part of our local change.

We will ensure that our community centres and spaces are put to use in ways that best serve the needs of all our residents

We will ensure that our community centres and spaces are put to use in ways that best serve the needs of all our residents

Deliver Resident Experience improvements so that residents can easily access services in person, by telephone or online leading to satisfaction levels of 85%

We will ensure that our community centres and spaces are put to use in ways that best serve the needs of all our residents

A Safe Place to Call Home
Everyone in Islington has the opportunity to be part of our local change.

Invest £200m in homelessness support and prevention over ten years

Invest £75m in the Thriving Neighbourhood programme and other areas of neighbourhood improvement

Complete 154 Council Homes and social homes for a further 175 council homes and 10 affordable shared ownership homes

Deliver an integrated 24/7 public safety services for residents providing neighbourhood wide, early intervention, focused on response and safety, with a borough wide risk policy, supported by 2025 safe homes and safety support for private renters through specialist housing

Invest £200m in decant homes, building and the safety, repairs, and combatting damp and mould

Deliver trusted landlord services with residents of the best of improvement and upper quartile tenant satisfaction

Greener, Healthier
People in Islington can live healthier, greener and more sustainable lives.

Deliver recognition and embed an improved mental health offer for Islington residents

Improve the capacity and reach of drug and alcohol services, providing treatment and recovery support for 100,000 and young people in 2024/25

Increase the number of people receiving help and support to stop smoking, with 1000 people given help to stop smoking in 2025/26

Work together to create and put in place health and care services that respond quickly and empower people to live healthy, independent lives

Lead a pioneering approach for Islington to be recognised as a carer and caregiver borough

Support the transition to cycling and active travel across the borough

Deliver trusted landlord services with residents of the best of improvement and upper quartile tenant satisfaction

This Delivery Plan highlights some of the key changes that we are delivering together as a Council against our five missions in the next two years. Missions are also supported by a full range of ambitious actions in Directorate Plans and our Council Strategies, and by everything we are doing to improve the way we work together.

We will deliver to the Executive using our performance scorecard, KPIs, and wellbeing work to inform decisions and monitor performance for residents.

We are challenging inequality in all our work and will strengthen this by **refreshing our challenging inequality strategy** and **empowering people to lead fulfilled lives**.

CARE All our work is underpinned by our values:
Collaborative Ambitious Resourceful Empowering

Islington Together Delivery Plan 2024-26

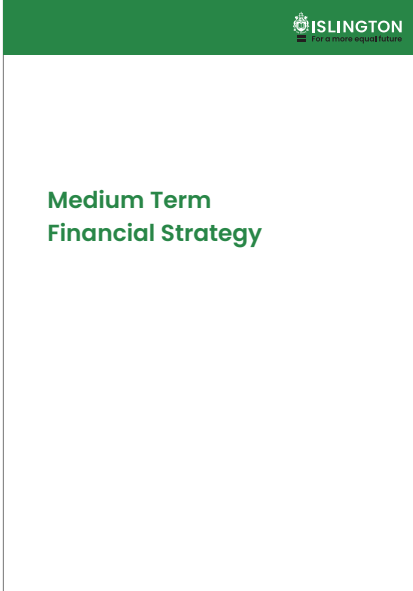


Our Workforce strategy 2023-26



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For a more equal future

Workforce Strategy 2023-2026



ISLINGTON
For a more equal future

Medium Term Financial Strategy

Medium Term Financial Strategy

How to apply

This guidance provides essential information to support your application process:

Submit a CV and Cover Letter. The cover letter should be no more than four sides of A4. Ensure your documents are tailored to the person specification and include your contact information. In your cover letter or statement, describe the values and behaviours you bring to leadership and how your skills and experience will transfer into this role. For each essential criterion, demonstrate how you meet the requirements. Your CV should include a complete record of your employment history, along with information about your current salary. Include your contact details in both documents.

Provide details of two referees. Referees will only be contacted if you are shortlisted for final interviews and with your permission. Indicate whether we may approach each referee before the selection date.

Complete the Equal Opportunities Monitoring Form when uploading your application.

Submit your application by the closing date **Sunday 10 May 2026**. Late applications will not be considered.

If you need adjustments during the application, interview, or assessment process, including alternative formats, please contact us. We aim to make our recruitment accessible to everyone by accommodating disabled, neurodiverse, or long-term health conditions wherever possible.



To apply for this role, please visit the following link to upload your CV and Cover Letter: jobs.islington.gov.uk/vacancies/2412/assistant-director-street-operations-service.html

For any questions or a confidential discussion, please contact Besserat Atsebaha, Director of Environment and Public Safety on **07943638704** or email besserat.atsebaha@islington.gov.uk

Date	Recruitment Stage
Sunday 10 May 2026	Applications deadline
W/C Monday 11 May	Shortlisting
From Monday 18 May 2026	Interviews



Thank you for your interest in the role at Islington

