



Role Profile

Job Title: Waste Collections Operations Manager	Role Profile Number: OPH82
Grade: R	Date Prepared: Oct 2021 (updated Jan 2022)
Directorate/Group: Operations	Reporting to: Head of End to End Waste Services
Structure Chart attached:	No

Job Purpose

Provide leadership and direction to ensure the effective delivery of the Waste Collections functions and being responsible for the on-going delivery and management of the Council's Waste Collections Service, including managing resources and ensuring appropriate controls are in place across all areas of waste collections. This role is a key member of the End to End Waste Service management team working collaboratively to ensure a strategic approach to the council waste collections, handling and disposal functions.

Key Accountabilities

- To plan and implement the major waste service changes ensuring our routes are optimized, as and when business requirement dictates.
- Effectively manage the performance of the delivery teams, ensuring that they meet the required standards as laid out by the Council and statutory bodies.
- To provide a daily overview of operations ensuring detailed management of operations and to ensure repeated small-scale efficiencies are delivered in the short term.
- Be responsible for the direct management of the waste collections supervisory team including Waste Supervisors, Waste Enforcement and the Waste Wardens ensuring the service is run in accordance with service and Council policies.
- Provide high level specialist advice and support to Councillors, Senior Management and colleagues on waste policy, legislation and best practice particularly with regard to the requirements of the Environment Act 2021 and forthcoming regulations on consistency in recycling.
- Ensure that a responsive and proactive services are delivered in an inclusive way and meet the requirements of our communities

- Ensure the effective deployment of resources and effectively manage budgets ensuring compliance with Council Standing Orders.
- Effectively manage absence in accordance with council policies with a specific focus on minimising sickness absence wherever possible.
- Drive transformational change, promoting a culture of continuous improvement that empowers and respects employees
- Ensure performance is reviewed using models of self-evaluation, customer and employee engagement and benchmarking.
- Act as lead on a topic area for the service as required (e.g. Data, in-cab technology, building developments, H&S aspects).
- To maintain an awareness of legislative and technological changes which may affect the work of the service and to amend working methods, standards and services to reflect such changes
- Working closely with Managers across Operations you will have a key responsibility in supporting the promotion and communication of the vision and priorities of the Service.
- Responsibility for the Waste Service which consist of approx. 130 FTE. The Waste Service has a gross revenue budget of £10m.
- Effectively manage contractual and partnership arrangements with Parishes, ~~and wholly owned company PPS~~ ensuring appropriate standards of service delivery, securing value for money and supporting monitoring and reporting.
- Identify and action areas for improved service delivery; ensuring that any anomalies are brought to the attention of Senior Managers and Team Leaders.
- To provide advice and guidance to Team Managers, Programme Managers the Waste Operations Manager, Head of Waste Resources, policy team, commercial waste team and elected Members on the operational issues, ensuring constructive communication at all times throughout the services

Supplementary Accountabilities

- To Liaise with the Fleet & Service Asset Manager to ensure that the required vehicles and equipment are available to complete services on a daily basis. To also ensure the service meets the requirements of its Operator's Licence, including ensuring compliance with vehicle check requirements
- Investigate and reply to complaints and ensure they are resolved in accordance with the relevant procedures; responsible for ensuring all learning points are recorded and actioned.
- Ensuring a working environment that protects the health and safety of public and staff. Deliver aspects of the H&S programme for drivers and loaders (induction, in-house training such as toolbox talks, recording activity) and supporting auditing (internal & external).
- Undertake on site supervision / audit and in conjunction with the programme managers review and update all health and safety systems and procedures (including risk assessments, waste handbook).

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable experience of leading the delivery of Waste Collections services in either the public or private sector.
- Experience of developing policy and strategies in the context of Waste Collection and Disposal functions.
- Evidence of recent management experience
- Knowledge of health and safety legislation and systems, aligned with Waste Collection or Disposal functions
- Experience of delivering transformational change internally and externally and working across an organisation.
- Experience of effective partnership and collaborative working with a range of public bodies, private sector and third sector.
- Detailed knowledge of the legislative framework in which Local and National Government operates.
- Experience of interpreting and understanding complex financial and budgetary information. Experience of procurement processes and competitive tendering procedures, and Best Value regime.
- Experience of researching and formulating policy.
- Effective people management skills.
- Ability to work to time and budget constraints.
- Analytical skills and the ability to apply these skills to a wide range of circumstances.
- Ability to manage change effectively.
- Excellent communication skills including effective negotiation and influencing with experience in presenting to a range of audiences and over a wide range of issues.
- Ability to motivate others to achieve shared goals and objectives.
- Full driving licence.

Qualifications

- Relevant professional membership of an appropriate professional Body, (e.g. CIWM, IEMA, CENV)

Decision Making

- Shows creativity in using resources to deliver cost effective service for the customer.

- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through teamwork and individual efforts.
- Plans teams and own workloads with requirements to meet varied and tight timescales. • Manages emergency situations affecting our own staff and assets

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the work of the team.
- Identifies creative solutions to Council-Wide issues and takes action to address them.
- Can demonstrate an enthusiastic approach and constantly strives for improvements to performance and service

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Approx. 130, Waste drivers, collectors, Flytipping Wardens. • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Prioritising tasks to deliver comprehensive Waste Service 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>£10m</p>
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Contacts and Relationships

- Demonstrable abilities both as a manager and member who enjoys a good working relationship with colleagues at all levels.
- Possess highly developed interpersonal skills and is able to adapt approach to a wide variety of customers

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	