



Role Profile

Job Title: Assistant Waste Collections Manager	Role Profile Number: SBC_11655
Grade: Q	Date Prepared: Jan 2023
Directorate/Group: Operations	Reporting to: Waste Collections Operations Manager
Structure Chart attached:	No

Job Purpose

Assist the Waste Collections Operations Manager in providing leadership and direction to the council's high quality, responsive, customer focussed, safe and efficient waste/recycling collection service.

Responsible for the day to day direction of the operational supervisors and assist in the supervision of approx. 130 collection staff, supporting them to develop efficient and effective waste and recycling collection rounds, routes and work programs to meet service standards in accordance with policy, legal compliance and best practice.

To help the Waste Collections Operations Manager plan and implement the waste service changes which will emerge from the Environment Act 2021.

Key Accountabilities

- Support the Supervisors in the day-to-day management of collection staff including the effective deployment of staff, vehicles and other resources.
- Provide direction to Supervisors in delivery of their daily tasks including providing cover for annual leave and sickness absence.
- Assist the Waste Collections Operations Manager in managing the budget for the service by monitoring, forecasting and ensuring services are delivered within budget ensuring compliance with Council Standing Orders
- Assist the Waste Collections Operations Manager in implementing changes to the services due to delivering efficiencies, or changes that emerge from the Environmental Act 2021.
- Identify and action areas for improved service delivery; ensuring issues are brought to the attention of the Waste Collections Operations Manager for review and resolution.

- Maintain an ongoing awareness of changes in legislation in relation to waste collections and disposal.
- All aspects of staff management for operatives managed by Supervisors including recording absence, carrying out return to work interviews, annual appraisals and managing performance are carried out as per the council's policies and guidance.
- Manage the professional development of Supervisors in a proactive and supportive manner.
- Periodical review of routes and schedules ensuring services are delivered as efficiently as possible.
- To ensure agency staff within the service operate to the same service standards as permanent employees, and performance management is undertaken by Supervisors.
- Coordinate all aspects of Health and Safety for the service ensuring complete compliance and forward training programmes are adhered to with the services. Participate in regular audits to identify best practice or improvement opportunities.
- Ensure Supervisors maintain accurate and auditable records on all systems relating to service delivery.
- Work in partnership with the fleet manager to ensure that the service fleet is maintained, and drivers are compliant within regulatory requirements and organisation obligations
- Work with colleagues across waste services and the wider Council to design, develop and implement projects to deliver improvements in the waste services function.
- Ensure customer enquiries, complaints and members requests are responded to effectively and within best practice within the council's SLA.
- Deputise for the Waste Collections Operations Manager when required.

Supplementary Accountabilities

- Maintain effective working relationships with support services, and other services within Operations in order to assist in the implementation of key objectives.
- 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).
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporate into the Equality Act 2010.

Knowledge & Experience

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

- Knowledge and experience of waste and recycling collection services
- Ability and experience of managing front line staff and resources in an operational service.
- Knowledge of safety, driving, fleet compliance and environmental legislation and regulations
- Experience of using a range of IT systems including MS Office and bespoke operational and HR systems to deliver efficiencies and effective controls of staff and resources
- Ability to deal with difficult situations and seek resolution
- Ability to motivate others to achieve shared goals and objectives.
- Good working knowledge of the Health & Safety at Work Act 1974
- UK driving licence
- Large Goods Vehicle driving licence (desirable)
- Experience of working with route optimisation, in-cab and other waste service software (desirable)

Qualifications

- NEBOSH or IOSH workplace safety management qualification (desirable)
- First aid at work qualification (desirable)
- ‘Train the trainer’ qualifications in areas relevant to the operation, such as manual handling, reversing assistant (desirable)

Decision Making

- Allocate day to day staff and resources to optimise efficiency, annual value circa £4.5 million
- Undertake formal human resources processes including disciplinary cases, stage 1 and 2 and 3 sickness monitoring and performance management
- Be responsible for daily decisions making to ensure the service provision meets demand.
- Implementation of all Council policies in areas including human resources, health and safety, fleet compliance, customer complaints
- Managing emergency situations such as road traffic accidents and serious injuries

Creativity and Innovation

- The skill to resolve problems and react to demands of the service.
- Requires good communication skills to explain solutions to others.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Upto 10 Waste staff directly managed. <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>No</p> <p>N/A</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:	