

<b>Job Title:</b> Waste Supervisor	<b>Role Profile Number:</b> OPN106
<b>Grade:</b> N	<b>Date Prepared:</b> July 2021
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Operations Manager -Localities
<b>Structure Chart attached:</b>	No

### Job Purpose

- To supervise and coordinate the delivery of Waste & Recycling operational services within the locality to provide an improved service to our customers.

### Key Accountabilities

- To supervise and develop a robust work force to enable them to carry out their duties
- Monitor and maintain a programme of works ensuring delivery on schedule and within budget
- Co-ordinate operational resources to ensure all aspects of the services are delivered to the expected standards.
- Oversee the distribution of work to the workforce ensuring all relevant materials and plant are available.
- Ensure effective day to day supervision of services such as Quality Standards, Service Level Agreements and Performance Indicators are met and implement a programme of random inspections and risk management audits.
- You will be expected to deputise and cover each other for annual leave & sickness
- This role will require reporting on daily/weekly progress to Senior Management
- Respond to priority requests from members of the public and Elected Members to resolve the issue.
- Identify service improvements to improve customer satisfaction and environmental outcomes.
- In accordance with the provisions of the Health & Safety at Work Act 1974 and the management of Health & Safety at work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must cooperate with the Council to enable it to comply with its statutory duties for Health & Safety
- You must ensure that you undertake responsibilities relating to your position as detailed within your Directorate Health & Safety Policy.

- Requirement to work unsociable hours
- The role will impact on the majority of residents in the Borough and in some cases the wider environment. This means that the post holder will have to adapt to demands that may be from vulnerable persons or distressing issues. In the event of emergencies, the post holder may be required to assist in distressing situations.
- Ensure driving standards are maintained and vehicles in the service area are operated within council policies and statutory regulation.
- Hazardous conditions will exist at times
- Working in unpleasant conditions
- Risk of aggression and injury
- Safe working practices Inc. Risk Assessments, Method Statements, Manual Handling and Needle Awareness.
- To be able to carry out site visits
- Assisting in the appointment of staff to roles within the directorate and terminating employment as required in adherence with the Council's policies and procedures.
- Carry out PDP's ensuring all training is maintained
- Carry out sickness absence, disciplinary, and grievance procedures in line with SBC Policies
- Initiating corrective action for poor performance by operatives and contractors in adherence with the Council's policies and procedures.
- Giving specialist and general advice to local Councillors and Members of Parliament as required.
- Producing, standard letters, written reports, presentations and form templates as required.
- Ability to make key decisions.
- Coordination of resources to achieve targets
- Experience of problem solving and dealing with difficult situations
- To support the day to day operational routes, driving as and when necessary
- Working with the locality manager to review and improve recycling rates across the Borough
- Contributing to the on-going waste strategy.
- Communications with the Public on waste collections and linking with the Carbon reduction strategy
- Responsible for the stock holding and delivery for the waste service, green waste sacks, clinical sacks, blue bags, refuse containers, green bin containers and recycling boxes ensuring that SLAs are met.
- Work together with PPS to ensure all waste is collected on the day, co-mingled waste as an example.
- HWRC support where required.
- Assisted collections where appropriate
- Delivery of containers and replacements
- Green waste collection including the processing of income into the council.
- Support the delivery of waste services over 7 days a week to ensure smooth operation of the HWRC.
- To supervise the team that work seven days a week ensuring rota is up to date and fully manned.
- To understand any other duties that may be accommodated within the grading level of the role as required
- To be able to supervise across other operational areas as and when required

### **Knowledge & Experience**

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

- Experience of supervising staff within a Waste & Recycling operational setting
- Workplace Health & Safety knowledge
- Proven leadership skills
- Experiencing of supervising area based works
- Sound knowledge of operational practices in Waste & Recycling

### **Qualifications**

- Educated to GSCE Level A-C
- Compensatory experience, in a Waste & Recycling setting
- License to drive HGV and up to date driver CPC
- Train the Trainer qualification in areas relevant to the operations such as Manual Handling, Reversing Assistant Training

### **Decision Making**

- Shows creativity in using resources to deliver cost effective service in line with Best Value.
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through team work and individual efforts.
- Plan teams and own workloads with requirements to meet varied and tight timescales.

### **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><b><u>Job Scope</u></b></p> <p><b>Number and types of staff and jobs managed</b> Circa 30 members of staff</p> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Prioritisation of tasks to deliver statutory service</li> <li>• Directing and instructing front line staff and team leaders</li> </ul> <p>The W&amp;R Supervisors will be responsible for daily collections of</p> <ul style="list-style-type: none"> <li>• Clinical</li> <li>• Food</li> <li>• Bulky Waste</li> <li>• Green Waste</li> <li>• Recycling/plastic</li> <li>• Refuse</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Post holder has day to day control of resources in excess of £2million</p> <p>Large goods and specialist vehicles, tool and plant, equipment, stock. IT equipment and mobile working devices.</p>
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### **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Demonstrate abilities as both a team leader 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
- Wide range of contacts and relationships, including clients (councils, schools, housing associations, etc.) Council Members, Directors and other senior officers, tenant groups, agencies (police, fire brigade, HSE, etc.) and industry governing bodies, Parish Councils and Members of the Public.

### **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 and Supplementary Accountabilities**

- Working with the Locality manager to review and improve recycling rates across the Borough
- Contributing to the on-going waste strategy.
- Communications with the Public on waste collections and linking with the Carbon reduction strategy
- Responsible for the stock holding and delivery for the waste service, green waste sacks, clinical sacks, blue bags, refuse containers, green bin containers and recycling boxes ensuring that SLAs are met.
- Work together with PPS to ensure all waste is collected on the day, co-mingled waste as an example. HWRC support where required.
- Assisted collections where appropriate
- Delivery of containers and replacements
- Green waste collection including the processing of income into the council.
- Will support the service 7 days a week to ensure smooth operation of the HWRC.
- Hands on awareness of everything in their own locality – right resources allocated/flexible/prioritisation
- Point of contact for the locality – Community responsibility
- Partnership working with emergency services, Elected Members, communities and other local key stakeholders, for example, business owners, social care, Parish Councils, and schools.

(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).

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	