



Role Profile

SWINDON
BOROUGH COUNCIL

Job Title: Waste Disposal Operations Manager	Role Profile Number: SBC_12117
Level: CFL 10	Date Prepared: April 2024
Directorate/Group: Operations Department	Reporting to: Principal Waste Services Manager
Structure Chart attached:	No

Job Purpose

This role has responsibility for the management of waste disposal operations at Waterside Park ensuring compliance with Swindon Borough Council's Environmental Permit requirements. It manages the operations of the Household Waste Recycling Centre and associated areas including the removal of refuse accepted as part of the kerbside collection. This role is a key member of the End to End Waste Service management team working collaboratively to ensure a safe and compliant approach to the council waste handling and disposal functions.

The role is also responsible for ensuring that the waste, recycling and commodities arising from refuse collections, the HWRC (Household Waste Recycling Centre), transfer stations and material recycling facilities (MRF) are moved in accordance with best practice, service agreements and in line with relevant permits whilst ensuring best price, service and maximum landfill avoidance is achieved.

Key Accountabilities

- Manage the implementation of actions and activity at Waterside Parks required by environmental policy and permitting legislation and best practice particularly with regard to the requirements of the Environment Protection Act 1990 as it pertains to waste handling and disposal.
- Act as the second named individual on the Council's waste handling permit with the Environment Agency.
- Be responsible for the direct management of the disposal teams including the HWRC, the MRFs and the transfer station, to ensure service is run in accordance with service and Council policies.
- To ensure the weighbridges are fully functioning and compliant according to the Weights and Measures Act 1985, ensuring accurate management of incoming/outgoing freight and shipping documentation

- Responsible for the allocation and the quality of the output, organising dispatch and monitoring workflow and stock levels, ensuring maximum income/savings achieved.
- To manage the operational plan by scheduling, accomplishing work results, establishing priorities, monitoring progress, revising schedules, reporting results on peaks and troughs and seasonal throughput fluctuations against targets.
- Work with other disposal firms to ensure outgoing waste is presented in a timely manner and that the regular pick up are in place to ensure that waste piles do not build up.
- Act as the operational contact for all waste disposal contracts, including the borough's key contract for residual waste disposal. Direct the delivery of these contracts in order to support SBC's policy objectives
- Design and deliver aspects of the H&S programme for disposal staff (induction, in-house training such as toolbox talks, recording activity) and supporting auditing (internal & external).
- Responsibility for the planning and efficient running of all shift patterns, ensuring adequate staffing levels at all times and maximising operational uptime through effective scheduling.
- Responsible for the delivery of services within budget for waste disposal and to produce forecasts of likely running costs and contribute to company financial planning and budget development. Work within budgetary constraints for both revenue and capital spend.
- Ensure that on-going development and training needs of team members are identified and addressed.
- To monitor contractual requirements for disposal of waste and to report as required, performance statistics through monthly contractual meetings.
- Liaise with other site Managers to ensure the smooth acceptance of waste and that any residual waste product is processed and transported to the appropriate area on site.
- Responsible for all aspects of staff management including performance management, appraisals, training, recruitment.
- Responsible for personal commitment to safety and housekeeping and for directing the training of each employee under his/her supervision which will reflect the commitment to working toward an injury free workplace.

Supplementary Accountabilities:

- Act as the named deputy on SBC's Waste Handling Permit with the Environment Agency
- Support the lead permit holder with all compliance activity and to ensure the service is effectively managed and fully compliant with current legislation.

- Deputise for the lead permit holder in terms of responsibility for compliance across disposal services and the Waterside depot.

Other

- To work with the Depot Management Team and Board to report any maintenance issues with the site and to plan works around the requirements for scheduled and ad hoc maintenance.
- Any other duties commensurate with the level of the post that may be required due to the changing requirement of the services

Knowledge & Experience

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

- Significant experience of management in a waste operations and disposal environment
- High level of understanding of Health & Safety and Environment Agency legislation and the safe operation of Waste Transfer, Treatment and Installations
- Understanding and experience of the waste solutions market
- Experience in operational planning and scheduling.
- Experience in managing staff, suppliers and contractors
- Experience in managing a budget and cost control
- Ability to work in a busy environment whilst ensuring the highest standards of accuracy.
- High level of understanding of Waste Handling permit requirements,
- Proven ability to build and maintain customer relations to a high standard
- Ability to manage conflict and difficult situations
- Excellent communication skills
- Flexible towards working hours to ensure the smooth operation of the facility.
- High level of computer literacy including a competent grasp of MS Office programmes

Qualifications

- QCF Level 4 in the Transfer and Treatment of Hazardous Wastes.
- A current Certificate of Technical Competence in the Transfer and Treatment of Hazardous Wastes

Decision Making

- To make decisions on quality of the wastes deposited to ensure that targets are met
- To make daily decisions on the day to day running of the site to ensure health & safety requirements met
- Ability to source new outlets/customers to achieve best pricing, service and Landfill avoidance.
- To make decisions on the management of staff within the Waste Disposal Service and to step in as such times when other management staff are absent.
- Make quick decisions when unplanned issues occur to minimise the impact on service.
- Decisions and recommendations on adaptations to processes to address root cause issues

Creativity and Innovation

- Ability to offer suggestions and improvements for the service. This role will be at the forefront of new waste & recycling solutions/landfill avoidance.
- Ability to develop management information reports and interpret data as required
- Ability to write operating procedures, risk assessments and method statements
- Actively identify and introduce improvements to areas of accountability
- Contribute to the design and development of communication materials
- Flexibility to meet the varying demands of the role
- Ability to resolve problems and react to demands of the service

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Waste Disposal Supervisors x 2 • Plant Operatives • Waste Operatives • Weighbridge Operators <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Prioritising tasks to deliver compliant and safe disposal operations • Plant and machinery operations • Waste processing operations • Weighbridge compliance • Tonnage Invoices reconciliation 	<p><u>Budget Holder</u></p> <p>Recyclate income budgets</p> <p>Waste disposal costs</p> <p>Staffing and operations costs</p> <p>Asset Responsibility:</p> <p>Weighbridge and associated equipment</p> <p>Plant equipment and machinery</p>	<p>Yes</p> <p>Circa £1.5m pa</p> <p>Circa £1m pa</p> <p>Circa £0.5m pa</p> <p>£150k</p> <p>Circa £2m</p>
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Contacts and Relationships

- The role requires working with officers and managers from across the Council and therefore requires good communication skills
- The role requires fostering productive relationships with various external stakeholders
- The role requires up to date knowledge and understanding of UK waste policy and legislation and to stay abreast of local authority, industry and technological advances and best practice.
- The role requires contact with members of the public who may be aggrieved, aggressive or abusive to individuals or groups

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