



Role Profile

Job Title: Waste Team Leader (Operations)	Grade/ Level: CFL5	Post Number: SBC_11562
Directorate: Public Power Solutions	Job Family: Waste Solutions	Date Prepared: 13.11.2019

Role reports to (Job Title): Waste Contracts Supervisor

Job Purpose:

- To lead a team of operatives and plant operatives working in Waste Operations.
- To control and coordinate waste movements on and off site, including managing vehicle movements, ensuring all waste materials are recorded in accordance with law and issuing/ checking that Duty of Care's are completed.
- To plan in the working week for plant operators ensuring that the business needs are fulfilled
- Working with the hazardous waste technician to ensure hazardous waste is stored safely and removed at regular intervals
- To liaise with the MRF and SRF to ensure that they have mobile plant cover when required
- To deal with and assist members of the public in a polite and civil manner.
- To work with the Waste Contract Supervisors to ensure set targets are met daily.
- To ensure the team is working against the agreed Risk Assessments and Safe Systems of Work.
- Ensure the all operational areas are kept clean and tidy and all materials are stored in accordance to the Environmental Permit and Internal Processes
- To ensure the rest of the team are aware of their duties within the areas.
- To drive mobile plant when the situations arises such as holiday and sickness cover,

Key Accountabilities:

- In conjunction with the Supervisors ensure that all persons (including the public) are operating in a safe manner and conforming to PPS rules and procedures.
- Organise staff one to ones and assist in the appraisal process.
- Write risk assessments and safe systems of work for new procedures.
- Deal with the customer experience complaints.
- Ensure that any waste being disposed of through the site has the required Waste Transfer Notes to accept the waste.
- Ensure all plant and equipment is being operated correctly and safely, and any defects are reported immediately to supervisors / maintenance.
- To ensure any breaches to health & safety are reported and are dealt with appropriately.
- Accurately complete all relevant paperwork and ensure all relevant paperwork is returned to the appropriate person each day.
- Communicate handovers to the team.
- To assist with the daily cleaning and sweeping of the area.

- Report all accident damage, or near miss to property, persons, the vehicle and/or containers as soon as possible.
- Ensure the site complies with Environmental permit conditions and relevant working plans and associated procedures.
- Identify any breaches in permit conditions or threats to the environment and report them to the line manager.
- Ensure any spills of liquid or solid wastes are cleared immediately within set procedures.
- Ensure that a good standard of Housekeeping on site to ensure Health and Safety standards are adhered to, ensuring all work areas are clean and free of obstacles.
- To perform toolbox talks and record the outcomes.
- Maintain the highest level in customer care in line with Service standards.
- Communicate good recycling practises to all site users public and commercial.
- To collate the statistical information for the waste solutions monthly key performance indicators on behalf of the Divisional Head of Waste solutions
- To record all accidents, incidents and near misses and to monitor trends / root causes
- To liaise with service providers, customers and clients in person, by email and by phone.
- Issuing site rules and instructions to drivers and visitors.
- Answering the telephone and email in a professional manner.
- Working with other members of staff to operate the facility safely to maximise throughputs.
- Be aware of personal responsibilities towards health and safety, use of PPE, and reporting accidents, incidents and near misses.
- To assist with other basic administrative duties within the PPS team
- Collate monthly data and management information as requested by the PPS Management Team and third parties.
- Complete any other reasonable tasks or requests as required, in order to meet KPIs.
- Maximise recycling to reduce wastes to landfill.
- To be available to work in other operational areas under the management of Public Power Solutions as and when required.
- Duties will entail working outside normal working hours, including weekends and bank holidays. There may also be a requirement to work nights.

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work etc. 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 also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Job Scope Number and type of jobs managed:

Up to 8 operatives, 8x Plant Operative and 3 weighbridge operatives.

Typical tasks supervised/allocated to others:
Leading the day-to-day activities of Operatives.

Day to day operational duties.

Job Scope:

Budget: No budget responsibility

Assets: No asset responsibility

Knowledge and Experience:

Minimum –

- Recent experience of working with Waste
- Ability to use a range of IT systems including Excel, Word, Outlook.
- Good time keeping and attendance record.
- High level of numeracy and literacy skills.
- Good knowledge of waste industry and requirements under EA waste management e.g., Duty of Care and the Waste Management Licence.
- Ability to interpret data
- Ability to work in a busy environment whilst ensuring the highest standards of accuracy.
- Good communication skills.
- Flexible towards working hours to ensure the smooth operation of the facility.

Preferred –

- Experience working with members of the public
- NEBOSH Award
- NPORS plant operators' licence
- Experience in managing a small team of operatives

Working Environment:

- Lone working
- Working in unpleasant conditions
- Working with large, noisy processing plant
- Hazardous conditions will exist at times
- Working outside of normal working hours maybe required as work dictates.
- Early Morning start working in dark
- Late Nights working in the dark
- Occasional night working
- Dealing with members of the public

Potential Risks:

- Potentials exists for risk of injury
- Potential for exposure to needles aggression, Injury, disagreeable or unpleasant hazards.
- The use of PPE, Health and Safety
- Handling of hazardous wastes.
- Confrontation with members of the public.

Decision Making:

- Is empowered to make daily decisions within a structured process
- Is empowered to raise concerns regarding the operation and condition of the plant
- Ability to manage customer complaints and enquiries in person and over the phone
- Ability to challenge vehicles entering the site if they are not compliant e.g., over-weight vehicle or failure to produce a Duty of Care

Contacts and Relationships:

Verbal and written contact with:

- All PPS Staff – Management / Frontline
- Members of the public and external clients
- External companies in client capacity, partnering and service delivery

- Ability to develop and maintain good working relationships at all levels, including during difficult or challenging circumstances
- Strong teamwork: ability to work closely with colleagues to ensure the provision of a seamless service, jointly planning and sharing workload and supporting other team members to ensure the needs of customers of the service are fully met

Creativity and Innovation:

- To suggest and devise improvements for delivery
- Better use of labour, transport and material
- Ability to produce well-presented documents and spreadsheets
- Ability to introduce new processes and filing systems
- Ability to develop, collate, present and interpret management information reports and interpret data as required
- Ability to challenge procedures

Job Specific Competencies:

- Ability to weigh up and assess a situation in the light of previous experience and knowledge and identify and take appropriate course of action.
- Ensures workload is managed to maximise use of time and resources available and ensure all critical tasks are undertaken.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: