



## **ROLE PROFILE**

**Role Title:** Waste Services Manager

**Service:** Environmental Services

**Directorate:** Place & Community

**Accountable to:** Head of Environmental Services

**Grade:** PO4

**Car Category:** Essential

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### **Purpose of role**

- To ensure that the council fulfils its statutory duty as a waste collection authority
- To provide leadership, management, delivery and the continued development of an efficient and effective Waste Management service which discharges the council's statutory duty as a waste collection authority.
- To promote the Waste Management service whilst continuing to engage and educate service users, on how best to reduce, reuse and recycle waste materials under the control of the local authority.
- To continually review and improve performance of the services with line managers, driving out efficiencies through improved methods of working, equipment and the use of technology, where needed re-process engineering services to meet the needs of the communities and customers.
- To ensure the economic delivery and growth of the commercial refuse and recycling services offered to local businesses.

### **Key Objectives**

1	To provide positive strategic and operational leadership and direction in managing and delivering the Waste Management Services, including the development of policies and strategies, to ensure the discharge and delivery of the councils statutory responsibility as a waste collection authority
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2	To be an integral part of the Place & Community Directorate, providing positive support and contribution to the development of its services.
3	To ensure the development and delivery of community education campaigns for achieving high levels of waste reduction, reuse and recycling, working together with key partners.
4	To ensure that customer complaints are captured, addressed and key learning and/or education identified and delivered where appropriate.
5	Develop a motivated and fit for purpose workforce empowered to deliver individual, team and service objectives and outcomes
6	Deliver the requirement of appropriate legislation in terms of the service area; operational practices; health and safety; premises responsibilities and equalities. To carry out investigations and action, gathering evidence and appearing in court as necessary.
7	Ensuring service value for money, suitable use of resources and the services contribution supports the Council agenda and the delivery key outcomes.
8	Deliver agreed performance improvement targets through a programme of continuous service improvement and effective performance, people, project, financial, systems and services. To keep abreast of the performance agenda, in particular KPI's; Government targets around key environmental and waste management and relevant waste legislation.
9	To ensure that the relevant Certificate of Technical Competence (COTC) is held by persons assigned to manage and oversee the operation of the waste transfer station.
10.	To ensure that all staff comply with the Traffic Management Plan
11.	To ensure adequate stock of containers and deliveries take place
12.	To act as site manager, key holder and take responsibility for operation of the weighbridge and waste transfer station and all associated tasks.



## **Scope**

The post will be mainly operationally focused within Environmental Services, but will have regular contact with Elected Members, Business Intelligence and Development and the Communication teams.

They will also promote partnership working and joined up service delivery, by developing and maintaining key relationships with people inside and outside of the council, including other services, councillors, regional and national bodies, the police, other agencies, businesses, customers, community groups and the local community.

## **Work Profile**

### **1. Strategy**

The post holder will be responsible for keeping up to date with national waste strategy and policy, the drafting and development of key strategic strategies, service plans associated to the services within the post holders responsibility, such as refuse and recycling, waste minimisation (reduce, reuse and recycle), fleet replacement and investment plan.

They will be a positive member of Place & Communities Directorate and to represent the Council at relevant strategic and operational meetings.

They support the Head of Environmental Services in advising the Director of Place and Communities and the Council on the effects of relevant new or draft legislation, codes of practice or other initiatives, publications or developments, ensuring that the Council and other interested parties are properly briefed and advised.

They will support the Head of Environmental Services in responding to national, regional and local consultation from government, statutory, private and voluntary bodies

### **2. Performance**

The post holder will ensure the role and responsibilities of the service are carried out and developed satisfactorily. This includes ensuring that the Council policies and decisions are implemented correctly, having due regard to the financial regulations, procurement procedures and standing orders of the Council, and ensuring that statutory requirements are met.



They will ensure the most efficient methods of design are employed, including the use of IT to make effective the waste management services.

They will monitor vehicles; materials; products; techniques, and equipment in the post holder's services.

They will regularly monitor the relevant services' work programmes, performance indicators and take necessary action to ensure the Service meets agreed outcomes. They will ensure the effective development and uses of the service business plans, performance appraisal and team briefings.

### **3. Service Quality**

The post holder will make recommendations for policy and procedural changes etc. and ensure that decisions are implemented correctly, that all necessary approvals are obtained, and that projects are carried out satisfactorily having regard to the need to engage, involve, VFM, standing orders.

They will comply with the operating procedural requirements, maintaining, reviewing, developing and improving the service procedures, and monitoring performance output against indicators.

They will promote and maintain professional standard in the work of staff within the Service.

They will be aware of and keep up to date with all relevant developments in relation to the work of the Service.

### **4. Resource Management**

The post holder is responsible for the direct line management of posts and has indirect responsibility for operational staff. They will appraise staff in the service, determine their training needs, develop and encourage their professional development and to act as formal mentor for any professional trainee in the Service.

To be responsible for the on-going support functions of the service, monitoring expenditure and performance to ensure that the correct procedures are developed and implemented.



The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

Manage sickness, disciplinary etc

## **5. Supervision and Management**

The post holder will be responsible for the line management of staff within the service area and operational staff (not directly line managed by the post holder).

## **6. Culture**

The post holder will support the development of a positive organisational culture in line with the Council behavioural standards and competency framework, that is outward looking, performance and customer focused, applying effectively leadership skills to individual situations and colleagues

## **7. Communications**

The post holder will attend meetings with the public and with Councillors on matters relevant to the Service, including attendance at the relevant Committees and forums/listening events and alike.

They will support the Head of Environmental Services in attending meetings as their representative, with other services and outside bodies (e.g. Police, Emergency Services, DECC, DEFRA, Environment Agency, Government agencies, Local Authorities, Developers, Legal Services – this list is not exhaustive).

They will liaise with the Trade Unions to ensure that all the interests of the Service are fully considered.

They will answer queries from members of the public, including signing correspondence, and to draft replies to residents, Councillors, MPs etc. To draft reports for Council Committees on matters for which the Service is responsible.



## **8. Main Contacts Associated with Principal Duties**

Main contacts on a daily basis are like to include residents, businesses, Elected Members on matters relevant to the Service, the workforce and management team and less frequently, Committees and forums; outside bodies (e.g. Police, Emergency Services, DECC, DEFRA, Environment Agency, Government agencies, Local Authorities, Developers, Legal Services, MPs – this list is not exhaustive).

Trade Unions will be a regular contact in respect of the workforce representation and consultation requirements

## **9. Commitment**

The Council's Standard working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7.00 am until 7.00pm. However, this post is required to work the working pattern of Tuesday to Friday 6.30 am to 4.15 pm. This working pattern is classed as compressed hours. No additional enhancements are payable for this working pattern. The Council operates a standard working week of 36 hours. A standard working day remains 7.2 Hours, even though the actual working day in a compressed hours working pattern is longer. This is the standard rate at which annual leave is accrued and awarded. Consequently annual leave is calculated in hours for this post.

On a rota basis the postholder will be required to start at 6.00 am and work until the return of the last waste vehicle in the evening to ensure that the service is covered when the staff are working and that the Weighbridge is accessible to deploy the vehicles and ensure that all vehicle are back before the weighbridge is closed.

There will be a requirement to work Good Friday and weekends as necessary to cover any changes to collections over the Christmas and New Year period for which the appropriate rate is paid in line with the harmonisation document.

The three concessionary days available to staff between Christmas and New Year will be standard working days and replacement leave days are granted as recompense.



## **10. Risk Management**

The post holder is responsible for the identification, management and mitigation of risks associated to the services under their control and portfolio.

The post holder will ensure that the round risk assessments are available, reviewed and used by the staff on a day to day basis. The post holder will ensure that any relevant information, training and mitigation is provided to staff where risks have been identified.

## **11. Working conditions**

The post holder will spend a proportion of their time outdoors, visiting the waste teams in their work environment and undertaking site visits to customers as required and/or delivering promotional material.

Appropriate PPE should be worn as identified from the risk assessment mitigations.

## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **13. Customer Focus**

The post holder will ensure that services provided are customer focused and that staff are trained in levels of expected customer service and regular reviews and refresher training is undertaken.

## **14. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.



## **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The post holder will ensure that all staff are trained in health and safety associated to their and the services responsibility, including where relevant, producing risk assessments, SSoW, TBT's; PUWER assessments; Hand Arm vibration, COSHH assessments; use of mechanical equipment, including bin lifts, reverse assistance etc. to name a few. (This list is not exhaustive)

## **16. Legislation**

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

To oversee and manage the discharge of the council statutory duty as a waste collection authority

## **17. Training & Development**

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## **19. Creativity**

To draft and design services and delivery plans that bring innovation to the management of waste management services and improves the customer experience.

## **20. Decisions and Consequences**

To be responsible for all decisions associated to the discharge of the council statutory duty as a waste collection authority.



To discharge any delegation made by the council to the post holder effectively and efficiently, ensuring that outcomes and benefits are achieved and captured.

## **21. Work Context**

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

The post holder is office based and therefore any physical demand is identified as minimal.



## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Degree in Environmental related topic , level 5 management qualification or relevant experience running an operational service	X		A
	Certificate of Technical Competence (COTC) level 4 transfer station Hazardous or willingness to study towards it	X		A
	Full UK driving licence	X		A, I
	Knowledge and experience of waste management services	X		A, I
	Current knowledge of statutory responsibilities as a waste collection authority			
<b>Planning and organising work</b>	Ability to work to tight deadlines on a wide variety of tasks	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
<b>Planning capacity and resources</b>	Experience of managing staff in the deployment of resources	X		A, I
<b>Influencing and interpersonal skills</b>	Capable of dealing with the public and members with tact, and with firmness when required	X		A, I
			X	A, I



	<p>Experience of attendance and representation at public meetings</p> <p>Able to successfully demonstrate strong interpersonal and management skills</p> <p>Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered with high customer satisfaction rates</p> <p>Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.</p>	X		A, I
		X		A, I
		X		A, I, T
<b>PROBLEM-SOLVING</b>		X		A, I
<b>Using initiative to overcome problems</b>	<p>Ability to identify a range of appropriate solutions to issues and problems.</p> <p>Ability to identify and implement solutions to issues and be a champion of change.</p>	X		A, I
<b>Managing risk</b>	<p>Ability to undertake a risk-based approach to service and operational management and service delivery planning.</p> <p>Ability to identify mitigating measures that may be implemented to minimise risk and disseminate these to others in a cohesive way.</p>	X		A, I
		X		A, I
<b>Managing change</b>	<p>Able to use performance measure to effectively track and monitor service performance</p> <p>Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.</p> <p>Ability to promote change in a positive manner to others</p>	X		A, I
		X		A, I
		X		A, I



<b>ACCOUNTABILITY and RESPONSIBILITY</b>  <b>Undertakes tasks without supervision</b>	Ability to work independently and take ownership of key responsibilities of the post	X		<b>A, I</b>
	Able to demonstrate resilience in the performance of the role.	X		<b>A, I</b>
<b>Other</b>	Commitment to Equality	X		<b>I</b>
	Commitment to Health & Safety	X		<b>I</b>
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		<b>I</b>

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date