**Job Description & Person Specification**

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| **Post Title** | Operations Manager -Waste and Recycling  |
| **JE Reference**  | W969 | **Grade**  | I+ | **SCP Range** | 46 - 48 |

**Reporting line:**

Service Lead – Streetscene

Operations Manager - Waste, and Recycling

Waste and Recycling

Operations

# **Job Purpose:**

# As the waste collection authority, Redcar and Cleveland Borough Council collects waste and recyclables from every household in the Borough as well as many businesses. As a competent and professional Operations Manager, you will lead on, plan and control the day to day operations and deliver a robust, efficient and innovative Waste and Recycling service.

# As a key member of the Streetscene management team you will provide clear operational leadership, direction and management of the staff in your area of responsibility but also work across the management team to ensure a cohesive service across the whole of Streetscene.

# You will ensure that services are delivered with a continued focus on value for money. You will maximise the benefit to service users from the resources available.

# You will support the Service Lead (Streetcene) to drive forward organisational development and change and ensure that the Service is able to respond to the changing requirements of our customers, the Council and the challenges of the internal and external environment.

# You will create and maintain an organisational ‘can do’ culture which is rooted in the values of the Council and provide a supportive framework in which individuals and teams can develop and strengthen their performance and fully contribute to improving outcomes for our customers.

# **Relationships:**

**Accountable to:** Service Lead (Streetscene)

**Accountable for:** Officers within Waste and Recycling Services

**General Contacts:** Engages with Elected Members, other Directors, internal and external stakeholders, senior personnel within partnering organisations, community groups.

# **Key duties and responsibilities:**

# To Lead, plan and control the day to day operations and deliver a robust, efficient and innovative Waste and Recycling Service.

# To be responsible for the safe, compliant and efficient operation of the waste collection service, a transfer station and a household waste recycling centre.

1. To manage a large and diverse workforce.

# Maintain lean operations to optimise efficient service delivery, demonstrating a confident approach and able to handle challenging situations.

# Manage competing priorities and at times implement significant changes to ensure collections are completed by the end of each day.

# To be responsible for the development and delivery of a robust service delivery plan.

# To develop a strong, cohesive team and empowered team within your service area.

# To motivate and inspire a diverse team to deliver operational services in the most efficient and customer driven way.

# Lead and manage a small team of Supervisors and a large frontline operational workforce to deliver the Service.

# Ensure that staff training plans are developed to address training needs essential for the delivery of the Service.

# Manage and plan complex round routes by the most efficient method.

# Manage the complexities of delivering waste collection services across a large authority area.

# Monitor, review and recommend improvements driven by information using leading indicators, council policies, leadership skills and core values and competencies.

# Manage performance in respect of team and individual work programmes, prepare and present performance monitoring reports to the Council and other corporate or local forums as required.

# Manage health and safety and be responsible for embedding a safe working and compliant culture in an operational environment.

# Undertake recruitment, appraisals, investigations and disciplinary hearings and other managerial duties as required.

# Responsibility for the preparation of and management of relevant budgets.

# To be available to assist in Emergency Planning situations.

# Ensure initiatives and projects are devised, managed and delivered in an effective and sustainable way.

# Ensure high standards of delivery and customer service

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers.
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated: 24.01.19 Author:** Will Gander

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| **POST TITLE** | **GRADE** |
| Operations Manager – Waste and Recycling | I+ |

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| **NOTE TO APPLICANTS**Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | **NECESSARY REQUIREMENTS** | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Extensive successful management experience of areas within the Waste and Recycling industry including collections.
* Experience of managing a large and varied workforce.
* Experience of strong budget and financial management.
* Practical experience of engaging and involving local communities and stakeholders, and dealing effectively with people from a range of backgrounds.
* Project management.
* Strong record of achievement in a relevant professional environment.
* Experience of procurement and resource management.
* Experience of achieving a performance management culture.
* Experience of delivering excellence in health and safety practice
* Experience of promoting innovative models of delivery
* Have exceptional management and communications skills.
 | * Previous use of technology, including route optimisation software.
* Understanding of problems affecting disadvantaged communities and strategies and actions to address these.
* Relevant environmental service experience.
* Experience of dealing with nuisance and anti-social behaviour
* Significant experience of developing and facilitating multi-agency partnerships.
 | A, I, P, R |
| **SKILLS AND ABILITIES** | * Well-developed self-awareness, self-management, social-awareness and relationship management skills.
* The ability to communicate at all levels, with excellent written, verbal and presentation skills.
* Excellent negotiating and influencing skills, demonstrable through working with the local authority, partner agencies, local residents and the voluntary and community sectors.
* Committed, enthusiastic, self confident, persuasive and diplomatic.
* Excellent organisational skills and the ability to effectively prioritise and manage time
* Proficient in the use of IT, including e-mail, internet, MS Word & Excel.
* Ability to plan and prioritise effectively and with minimum supervision.
* Excellent financial and budget management skills
 |  | A, I, P, R |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Professional waste qualification (WAMITAB) or CIWM
 | * IOSH Managing Safety / NEBOSH
 | A, C, I |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours
* Commitment to own continuous personal and professional development
* Strong team player, committed to an ethos of continuous improvement
* Full driving licence
 | * Evidence of own continuous personal and professional development
 | A, C, I |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users
 | * Evidence of having completed training in equality and diversity awareness
 | A, I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service
 | * Evidence of surpassing customer expectations or service targets / goals
 | A, I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE