



# South Tyneside Council

## REGENERATION AND ENVIRONMENT

### JOB DESCRIPTION

<b>POST TITLE:</b>	Team Leader (Waste Services)
<b>GRADE:</b>	Band 7
<b>RESPONSIBLE TO:</b>	Assistant Waste Services Manager
<b>RESPONSIBLE FOR:</b>	Supervisory, technical and operational staff, as allocated

#### Overall Objectives of the Post:

To supervise, monitor and organise the Council's waste collection activities and ensure that these services are provided to the required standard at all times.

#### Key Tasks of the Post:

**1. *You will be responsible for delivering a high quality, customer focussed service. You will:***

- Supervise the day-to-day provision of the household and commercial waste collection services provided by and for the Council (including but not limited to the domestic collection service, collection of recyclables, collection of garden waste, clinical waste service, bulky waste service, commercial waste service and seasonal events) and ensure that these services are provided efficiently and to the required standard at all times.
- Prepare regular performance reports, monitor KPIs and vehicle compliance and investigate cause of exceptions and take remedial action as appropriate.
- Ensure that the collection, recycling and composting of waste is undertaken in accordance with EU and UK legislative requirements.
- Ensure through effective supervision and review that all waste collection services are undertaken in strict accordance with applicable Health and Safety standards, systems, procedures and relevant Codes of Practice/Best Industry practice.
- Manage sickness absence, disciplinary and grievance procedures in accordance with corporate policies and procedures.
- Ensure the maintenance of data and records relating to the household and commercial waste data/client base.
- Assist in the management and control of invoicing, duty of care and debtor systems.
- Manage the budgets for manpower and transport provision applicable to waste collection services as delegated.
- Implement the requirements of National Waste Strategy for England, the South Tyne and Wear Joint Municipal Waste Strategy, EU Waste Framework Directive and Environmental Protection Act through the development, management and delivery of such policies, educational programmes and strategies which promote waste minimisation, recycling and composting.

- Work closely with relevant agencies and local partnerships, residents and business consultative forums to promote and deliver best practice in waste minimisation, recycling and composting across the Borough.

**2. You will be responsible for contributing to a great team. You will:**

- Contribute to the development and promotion of the Council's strategies and service delivery plans relating to Waste Collection Services. To ensure that the service meets all local and national performance indicators and that the requirements of the Council's customer service strategy including service response times are fully complied with.
- Contribute towards building a valued, confident and innovative team within the waste operations division of Area Management Services, ensuring staff understand the importance of managing performance and consistently delivering high quality services, whilst demonstrating total professionalism, propriety and valuing diversity.
- Build a valued, confident and innovative team that is involved and empowered to make service critical decisions.
- Make sure that your team understands how it is assessed and how to manage performance accordingly.
- Demonstrate total professionalism, propriety and value diversity.
- Be prepared to work flexibly across all waste services in the exigency of the service, including Bank Holidays and weekends where the needs of the service so require.

**3. You will be responsible for establishing the right partnerships to deliver high quality products and services. You will:**

- Liaise with service providers as required regarding the day-to-day provision of the service.
- Manage the interface and work closely with relevant agencies and local partnerships, residents and business consultative forums to develop and promote best practice in waste minimisation, recycling and composting across the Borough.

**4. You will be responsible for managing a work programme. You will:**

- Review and manage all aspects of the service to ensure that health and safety, resource stock control and working procedures are within current and anticipated legislation/ guidance and generally adopt best practice.
- Maintain and update appropriate monitoring systems and records so as to ensure that drivers remain fully licensed and authorised to drive relevant classes of vehicles and ensure that all other driver certification and revalidation requirements e.g. Certificate of Professional Competence are maintained and updated in accordance with statutory requirements.
- Work closely with Officers to ensure that all waste collection routes are fully optimised and vehicle utilisation information systems are maximised.
- Assist the Senior Management Team in managing, overseeing and implementing the requirements of National Waste Strategy for England, the South Tyne and Wear Joint Municipal Waste Strategy, EU Waste Framework Directive and Environmental Protection Act through the development, management and delivery of policies, educational programmes and strategies which promote waste minimisation, recycling and composting.
- Assist the Senior Waste Operations Officer in the monitoring of waste collection services provided by and for the Council, assess the performance of services. To work proactively with Strategic Business Planning Services to develop business plans, service performance indicators and make recommendations for service improvement, business growth and diversification.

5. *You will be responsible for making a corporate contribution. You will:*

- Assist in the development of the service.
- Promote and deliver a culture of continuous service improvement and professionalism.
- Manage all resources to ensure that Services are procured effectively and delivered on time.
- Ensure effective use is made of land, buildings and other resources.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: AW/KDS

Date: 07/11/2019