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| **Job Description** | |
| **Post title** | Waste Operations Manager |
| **JE Reference No** | N8430 |
| **Grade** | 15 |
| **Service** | Neighbourhood and Climate Change |
| **Service Area** | Environment |
| **Reporting to** | Accountable to the County Refuse and Recycling Manager |
| **Location** | Your normal place of work will be at a location to be agreed, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** Managers, Supervisors and Team Leaders in Refuse & Recycling Operations, Strategic Waste, Business Support, Clean and Green, Neighbourhood Protection and Customer Services.

Work with and across all Council Service Groupings.

**Responsible for** Operational Teams covering refuse and recycling collection and Waste Transfer Stations.

**Responsive to** Head of Environmental Services, County Refuse and Recycling Manager, Elected Members, Area Action Partnerships, residents, community groups, external clients.

This post is responsible for the line management of the Refuse and Recycling Supervisors and Team Leaders and for the deployment and efficient performance of frontline operatives across refuse and recycling and waste transfer station operations within a designated geographical area.

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| **Duties and responsibilities** |

To manage and coordinate all refuse collection services within the geographical area, including household, trade waste, recycling/green waste and bulky collection services.

To manage operations at Waste Transfer Stations (WTS) including weighbridge and reception hall functions.

To play a leading role in the development of initiatives to deliver service and operational efficiencies. This work includes the identification and implementation of efficiencies in service delivery in order to improve value for money for residents. To manage income streams and to look for ways to maximise income.

To manage the implementation of service changes in the designated working area in order to deliver plans to reduce service costs.

To manage the budget for the R&R Operations within the designated area and ensure timely and accurate budgetary assessments and forecasts.

To work with the County R&R Manager and Strategic Waste Team in the development of policies, procedures and strategies for R&R and WTS operations.

Ensure that all health and safety procedures are followed. To develop and implement safe working practices and other actions in accordance with the Environmental Services Health and Safety at Work Service Plan.

To take steps to minimise absences from work and to maximise performance of the area team by ensuring measures are undertaken such as;-

* Staff Performance Development Reviews (PDRs) and objective setting.
* Attendance Management procedures.
* Developing and monitoring service performance indicators and measuring performance.
* Application of disciplinary proceedings used where appropriate.

To ensure that an effective response to service complaints is provided and that appropriate steps are taken to investigate causes and prevent recurrences.

To be responsible for all refuse and recycling performance within the geographical area ensuring as far as possible that targets are met and taking an active role in contributing where appropriate to wider Service Grouping and Corporate targets.

To promote the good work being undertaken by Refuse and Recycling services, for example through the media or directly to Elected Members. To assist in the development of media releases and promotional documentation.

To take a full and active part in contributing to the development and delivery of Service Plans, which in turn link to Corporate Plans.

To provide regular assessments, advice and reports to the County Refuse and Recycling Manager, Head of Environmental Services and/or Elected Members as required regarding performance and operations within the area.

To manage service disruptions e.g. due to severe weather, and plan and implement measures to mitigate such situations and return services to normal.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the County Refuse and Recycling Manager.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Waste Operations Manager | | |
|  | Essential | Desirable |
| Qualifications | * Educated to NVQ level 5 or equivalent in a relevant subject * Possess or ability to work towards the COTC Waste Management qualification | * Evidence of Continuing Professional Development in the field of refuse and recycling collection and transfer and management |
| Experience | * Significant managerial/supervisory experience of the refuse and recycling collection and transfer operations * A track record of developing and implementing schemes to deliver efficiencies and improvements to refuse and recycling collection service performance * A track record of working with contractors/ private companies such as material recycling facilities, haulage companies, disposal companies and composters * Experience of managing/ supervising teams * Experience of leading and motivating front line staff, including consultation and negotiation with Trade Unions * Experience of working with elected Members and responding appropriately to service requests | * Experience of press and media work in raising the profile and reputation of services * Experience of the initiation and/ or implementation of management of change |
| Skills & Knowledge | * IT skills, ability to produce spreadsheets and maintain data electronically and knowledge of software systems * Financial and budgetary acumen in the oversight and management of budgets * A good knowledge of best practice in refuse and recycling collection and transfer * A good contemporary knowledge of health and safety requirements as they relate to refuse and recycling collection and transfer services * Good level written and oral communication skills, with ability to prepare detailed reports relating to refuse and recycling collection and transfer issues * A broad knowledge of refuse and recycling collection and transfer services and legislative * Proven skills in performance management. Awareness and skills in human resource management, for example absence management, appraisals, disciplinary, recruitment | * Knowledge of wider issues which streetscene services impact on, for example environmental sustainability. * Project management skills in the delivery of major projects. * Contract management skills and tendering, either as a client, contractor or both. * Understanding and skills in risk management |
| Personal Qualities | * Team and results orientated outlook, willing to be flexible and adaptable to meet changing needs * Self motivated, proactive and enthusiastic * Customer focus and positive outlook, communicating with tact and diplomacy * Ability to work to tight deadlines * Ability to inspire others * Ability to be firm and to deal with staffing problems including taking disciplinary action * Ability to deal with members of the public and to diffuse difficult situations * Travel is an essential requirement of the post * May be required to work outside of normal hours |  |