



Job description			
Job title	Recycling Manager		
Grade	L		
Directorate	Communities & Neighbourhoods		
Service/team	Waste Management Service		
Accountable to	Head of Waste and Street Scene		
Responsible for	Recycling Team Leaders and Recycling Officers		
JE Reference	A4427	Date Reviewed	8 November 2016

### Purpose of the Job

To be responsible for the day to day operational management and delivery of municipal waste collection services and to support the development, design and implementation of service improvement projects/initiatives which deliver a high quality, customer focused; value for money Waste Management Service.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To plan, resource and manage the operational delivery of waste and recycling services across the borough of Knowsley ensuring that all services are delivered efficiently and to agreed quality standards whilst supporting the objectives of the Joint Recycling and Waste Management Strategy for Knowsley.
2. To be directly responsible for the day to day management of all operational staff, including direction and control of all temporary workers.
3. To motivate, develop and where appropriate provide training directly to frontline operational staff ensuring that they meet the required levels of skill/competence and undertake waste collection operations in a safe but efficient manner e.g. bin lift training and vehicle familiarisation training.
4. To monitor, manage and challenge sickness absence and to investigate any disciplinary matters in accordance with the Council's 'Sickness Absence Management' and 'Managing Conduct, Performance and Information' Policies.



5. To maintain good employee relations through liaison/consultation with trade union officials, shop stewards, employees as required.
6. To be personally responsible for maintaining an up-to-date knowledge of key policy, legislation and industry best practice relevant to the delivery of frontline waste collection operations in order to ensure all aspects of service delivery and development remain compliant with relevant requirements.
7. To ensure that waste and recycling services are delivered in accordance with current legislation pertaining to the transportation, handling and disposal of waste.
8. To ensure compliance with Merseyside Recycling and Waste Authority (MRWA) Waste Transfer Station and Materials Recovery Facility delivery protocols and to liaise, as appropriate, with MRWA officers in respect of waste direction, site management procedures (including overload and incidents of excessive 'contamination'), health and safety requirements and waste transfer / duty of care.
9. To represent the Service at relevant MRWA operational management meetings and to work collaboratively with Council Services (e.g. Streetscene Service, Environmental Health and Consumer Protection, Planning, Highway etc.) and external partners (e.g. Registered Social Landlords) to deliver sustainable waste management practices and to effectively respond to local community issues which may impact on cost of service or affect the good reputation of the Council.
10. To participate in local community meetings and meetings with elected members.
11. To assist the Head of Commercial Services in the identification, assessment, development and implementation of new working methods that will deliver operational efficiencies.
12. To review, design and implement, through analysis of operational waste data, industry standard productivity data and benchmarking data an optimised/balanced set of waste collection rounds.
13. To undertake inspections on site having regard to compliance with the Waste Management Service ISO 9001 Quality Management System, performance management framework and other quality of service requirements.
14. To investigate and respond to enquiries, service requests and complaints from members of the public, elected members, MP's and other stakeholders both in person, by telephone, email and in writing.



15. To provide accurate information in the form of verbal updates, briefings, reports and spreadsheets on operational waste management matters.
16. To investigate in conjunction with officers from the Councils Environmental Health and Consumer Protection Service, Streetscene Service and other relevant Services/agencies, incidents of non-compliance with the Councils Waste and Recycling Policies and to implement, monitor and review appropriate corrective actions.
17. To support enforcement action in relation to the Council's Household Waste and Recycling Policies including collation of information, data and evidence relating to non-compliance, attending case review meetings and attending court to give evidence.
18. To ensure that performance reviews are carried out in accordance with corporate guidance, training/development needs (having regard to the required skills/competencies) are identified and a training plan is formulated, delivered and reviewed in conjunction with the Head of Commercial Services.
19. To be responsible for providing vehicle familiarisation and bin lift mechanism training to all staff (including employment agency workers) involved in delivering frontline waste and recycling collection services.
20. To assess the driving skills of employment agency workers / third party drivers in advance of them being deployed in the Council's waste collection fleet.
21. To investigate insurance claims arising from waste collection operations and to act as the first point of contact for such matters with the Council's Insurance Service and appointed representatives.
22. To review all relevant planning applications, as a consultee, having regard to relevant waste management design guidance for residential properties.
23. To review, as a consultee to the Highways Authority, Temporary Traffic Regulation Order and Temporary Prohibition of Driving Traffic Regulation Order proposals in order to identify potential impacts on waste collection services and where applicable, appropriate contingency arrangements.
24. To support the Head of Commercial Services in the development and implementation of the Fleet Replacement Strategy and to be responsible, in conjunction with officers from the Fleet and Logistics Management Service, for the technical evaluation of quotations/tender submissions.
25. To be responsible for the operational management and scheduling of the Council's bin delivery service.



26. To be responsible for the safe operation of the Waste Management Depot ensuring that all Council services/third party contractors comply with site safety rules. To also be responsible for operation of the weighbridge facility and provision of all necessary weight data to relevant officers.
27. To implement all actions within the Service Plan pertaining to the operational function of the Waste Management Service and in doing so, support the Head of Commercial Services in delivering Service Plan and Corporate Plan priorities/outcomes and Joint Recycling and Waste Management Strategy (JRWMS) targets / objectives.
28. To collate, analyse and report relevant performance management information to the Head of Commercial Services.
29. To manage, monitor and challenge the performance and productivity of operational staff so as to ensure excellence in service delivery
30. To manage contracts and Service Level Agreements with external service providers e.g. Bring Site providers.
31. To assist the Head of Commercial Services in delivering waste management services in accordance with approved operational budgets (e.g. employment agency expenditure, overtime, PPE) reporting any variance and taking appropriate action. To also make recommendations for improved budget management during the course of the financial year and in response to budget monitoring activities.
32. To ensure the effective financial management of contracts and service level agreements with partners and contractors.
33. To adhere at all times to the Council's scheme of delegation, financial regulations and standing orders.

#### **Knowsley Better Together – Staff Qualities**



### Health and Safety

- 1) To be responsible for the health, safety and welfare of Waste Management Service operational staff and to ensure full compliance with all risk assessments, safe systems of work and other service/corporate health and safety policies/procedures.
- 2) To ensure that suitable and sufficient risk assessments, 'safe systems of work' and other health and safety documents are developed, implemented and monitored on site for effectiveness, promoting appropriate improvements where necessary.
- 3) To undertake accident investigations as appropriate in accordance with KMBC Accident investigation Procedures
- 4) To ensure that all staff and contractors supporting waste collection operations are aware of the Council's Health and Safety Policies, Procedures and relevant Site Safety Rules.

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.