



Head of Waste Services

LEVEL:	Level 3B
ACCOUNTABLE TO:	Assistant Director (Waste and Community Services)
SALARY:	£63,004 - £72,303 per annum
LOCATION:	Ivybridge/ Totnes / Tavistock / Agile Working
CONTRACT:	Permanent

Job Purpose

- Act as the Councils' lead and key adviser to the Senior Management Team, elected councillors and externally with respect to the Councils' Waste Services.
- Provide leadership of the workforce, develop and implement strategies to improve services in line with Councils Corporate Plan.
- Provide performance and quality control for the overall performance of Waste Services.
- To take responsibility for the Waste service's strategic delivery and operational improvements.
- To implement and continually develop new ways of working in relation to services & driving commerciality as required.
- To ensure operational and legal compliance in terms of the service areas.

Role Profile

- Lead and manage the delivery of the South Hams in-house waste services in relation to, but not exhaustively: management of domestic waste, recycling, bulky waste collections and commercial waste including the effective and efficient deployment of staff, vehicles and other resources.
- Lead and manage the delivery of the West Devon Waste contract via its external contractor.
- To deliver a high-quality customer-focused service.
- Manage and develop staff including setting clear targets and objectives and proactively managing operations, workflow, priorities and performance, carrying out effective recruitment, induction, coaching and ongoing staff management and development.
- Develop and implement new ways of working and proactively collaborate with other managers to resolve issues and identify and implement improvements in operational performance and customer service.
- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures.
- Promote a culture that is supportive of the Council's purpose and behaviours and to take all reasonable steps to maintain good employee relations.



- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities.
- To manage, support and develop the operational team to ensure that service objectives are met and standards of service are met. promote high morale and communicate the company's operating policies, customer issues and safety measures.
- Ensure the performance of the operation exceeds customer expectations in line with recognised KPI's and work closely with the quality & improvement Officer to identify trends and under performance to continuously drive service improvement.
- Provide full and detailed information to Senior Officers and appropriate Council Members covering performance, quality targets and indicators, benchmarking and customer views. Working with the quality and performance manager to provide statistical forecasting for service performance recycling prior to service changes/enhancements.
- Performing financial predictions by working alongside the Assistant Director to prepare the annual budgets, scheduling expenditures, analysing variance and initiating corrective actions.
- Liaise, support and develop effective working relationships with internal and external customers.
- Dealing with HR matters including recruitment, absence issues and disciplinary in conjunction with the HR team.
- Undertaking operational and staff reviews as necessary and providing feedback.
- To maintain an awareness of public sector and wider industry good practice and trends along with current legislation.
- Ensure compliance and safety in the transfer stations across both depots and enable the CoTC holder to implement actions and processes to operate safe and legal sites.

Person Specification

Qualifications

Essential	Desirable
Waste Management/Environmental Science qualification at degree level, or equivalent knowledge or experience in a similar field	CoTC in Waste Management
Full UK Driving licence	Project Management experience
	IOSH qualified in Health & Safety
	Member of professional body at Chartered Level



Knowledge / Experience

Essential	Desirable
Sound knowledge and understanding of waste legislation, management practices and methodologies	Experience of working within waste services in a local authority
Demonstrable experience of working with domestic/commercial waste collection services	Experience in the procurement of large contracts
Experience of assisting in planning and delivering waste projects	
Experience of policy development	
Experience in dealing with service users and stakeholders to include working with elected members and senior leaders	
Experience of contract management and administration	
Experience of effectively setting and managing budgets	

Skills / Abilities

Essential	Desirable
Ability to communicate effectively with a variety of stakeholders	
Good negotiation and investigative skills	
Proactive, committed to providing excellent customer service and able to use own initiative	
Ability to effectively motivate teams and colleagues at all levels to work collaboratively	
Ability to prioritise, meet deadlines and work effectively under pressure	



Experience of collating and reporting management information	
Good communication skills both written and verbal to include report writing, presentation and influencing skills	
Committed to high standards of performance and quality	
Proficient in the use of technology including Microsoft Office	

General / Other

Essential	Desirable
Enthusiastic, reliable, and self-motivated	
Ability to work flexibly and adapt to changing circumstances	
Calm under pressure and able to prioritise workload	
Willingness to travel to different Council sites as required	

General

The list above is not exhaustive, this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.



Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.