



Operations Team Leader (Waste)

LEVEL:	Level 5
ACCOUNTABLE TO:	Operations Manager (Waste)
SALARY:	£39,862 to £44,075 per annum
LOCATION:	Torr Quarry/Ivybridge/Agile Working
CONTRACT:	Permanent

Job Purpose

The Operations Team Leader is a key role within the Waste and Recycling division at SHDC. Responsible for overseeing and managing the day-to-day waste and recycling service at Torr Quarry, Kingsbridge but also working closely with the Ivybridge depot. The primary objective is to ensure that the services operation run smoothly and efficiently, whilst also achieving strategic goals, supporting staff and meeting customer expectations.

Reporting directly to the Operations Manager the post will be responsible for the safety, delivery and oversight of all waste and recycling services throughout the South Hams District. As part of the operational management team, you will work closely with colleagues across the organisation ensuring a quality customer experience to residents whilst maintaining compliance within regulatory legislation such as Health & Safety and Transport.

You will be required to lead, develop and line manage the operational supervisors and frontline operational staff across two depots to align systems and ways of working. Identify and implement best practice, ensure that waste and recycling collections routes and rounds are robust, optimised and cost effective and produce a solution focussed culture.

Role Profile

- Day to day operational delivery of domestic waste, recycling, bulky waste collections and commercial waste including the effective and efficient deployment of staff, vehicles and other resources.
- Responsible for the future/advanced planning of staff resource, vehicles and other resource to ensure that potential issues are identified, solutions provided and rectified by approval of the Operations Manager.
- Ensure focus on a cost-effective approach to staff resourcing and allocation to provide an effective service delivery.
- Responsible for ensuring compliance with safe working practices, internal procedures and safe working practices form part of business-as-usual service delivery.
- Line management of the operational supervisors, ensuring that working practices are comparable throughout the operational teams and working practices are aligned to ensure excellent standards in service delivery are met and maintained.



- Promote/Champion communication with all staff through meaningful forums, ensure that operating procedures, customer issues and safety measures are understood and have satisfactory and measurable outcomes.
- Drive the service performance to exceeds customer expectations as set by the Operations Manager, report identifiable trends in underperformance and present operational solutions.
- Monitor all Local Operating Procedures to ensure that all depot staff are conversant in business-as-usual activities and are working in alignment to best practice.
- Support the Operations Manager with HR matters including recruitment, absence issues and disciplinary in conjunction with the HR team.
- Manage staff absence, monitor attendance in accordance with council policy and conduct operational and staff reviews as necessary and providing feedback.
- Ensure that mandatory and additional training of operational staff is delivered and is current.
- Provide backfill as an Operations Supervisor during periods of annual leave and absence.
- Deputise for the Operations Manager during periods of annual leave.

Person Specification

Qualifications

Essential	Desirable
5 GCSEs (or equivalent) at Grade C or above including Maths and English	IOSH Health & Safety Qualification
Suitable Waste Management qualification or equivalent knowledge or experience in a similar field	COTC Waste Management
A Full UK Driving licence	

Knowledge / Experience

Essential	Desirable
Experience of managing a operational team	Experience of working in a local authority
Knowledge and understanding of waste management practices and methodologies or similar experience	Experience of budget management



Knowledge of health and safety standards/regulations and awareness of best practice	
Experience in producing a first-class customer experience coupled with the knowledge and understanding of working in a customer service environment	
Demonstrable experience of managing and aligning teams effectively and developing positive professional relationships	

Skills / Abilities

Essential	Desirable
Commitment to the provision of excellent customer service	Able to exploit the use of new technology
Effective communicator between varied levels of stakeholder with ability to communicate both orally and in writing	
Self-Motivator with the ability to identify and encourage the potential of subordinates and colleagues to measurable outcomes	
Ability to effectively motivate teams and colleagues at all levels to work collaboratively	
Excellent organisation skills, able to multi-task and work effectively to meet key deadlines	
Excellent IT skills and a good working knowledge of MS Office	
Committed to producing high standards of performance and quality	
Willingness to work flexibly and assist in extra working hours to meet operational requirements	



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.