

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.**Post Title:** Waste and Cleansing Supervisor**Unit/Team:** Work Service Unit**Grade:** E**Service:** Operations & Traded Services**Reports to:** Waste Operations Officer**Issue Date:** January 2026

PURPOSE OF THE JOB

To lead, supervise, and support operational teams delivering the Council's high-profile, customer-focused recycling, refuse, and street cleansing services. This role ensures services are delivered efficiently, safely, and to the highest standards, in line with legislation, council policies, and performance targets.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Oversee day-to-day delivery of recycling, refuse, and street cleansing services and contracts, ensuring services run on time and within budget.
- 1.2 Organise and conduct scheduled and random monitoring of staff to ensure compliance. with operational procedures and Health & Safety legislation.
- 1.3 Proven experience supervising operational teams in waste management, street cleansing, or a related field.
- 1.4 Respond to and resolve customer complaints promptly, following council procedures.
- 1.5 Liaise effectively with councillors, officers, and other council departments to maintain service quality.
- 1.6 Communicate clearly and professionally with the public, maintaining a positive council image.
- 1.7 Ensure work quality meets agreed environmental standards across the borough.
- 1.8 Strong understanding of Health & Safety legislation and operational best practice.

1.9 Strong organisational and time-management skills.

1.10 Full UK driving licence

2. OTHER DUTIES AND RESPONSIBILITIES

2.1 Monitor and report on national and local cleanliness indicators and KPIs.

2.2 Maintain accurate and auditable records in line with the Council's Data Quality Strategy.

2.3 Allocate vehicles and equipment for cleansing contracts and ensure they are used correctly and safely.

2.4 Oversee and record the use of agency staff, ensuring compliance with council policies and procedures.

2.5 Participate in weekend, bank holiday, and emergency response rota to ensure continuous service delivery.

2.6 Be proactive in safeguarding children and vulnerable adults, reporting concerns in line with Council safeguarding policies and completing regular training.

2.7 Support delivery of trade waste services as required.

2.8 Flexible to work weekends, bank holidays, and respond to emergencies as part of a rota.

2.9 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

3.1 Monitor team and individual performance, taking corrective action where required.

3.2 Manage attendance and absence in line with the Council's policies, including welcome back and sickness consultation meetings.

3.3 Supervise, motivate, and develop operational staff through regular 1:1s, appraisals, toolbox talks, and performance reviews.

4. FINANCIAL RESPONSIBILITIES

Responsible for monitoring day-to-day operational costs and ensuring services are delivered efficiently within allocated resources. Including reduction of contamination in recycling streams and minimising overtime costs through effective rota management.

Authorise minor purchases of consumables or service-related items within delegated limits.

Ensures vehicles, plant, and equipment are used and maintained correctly to protect organisational assets and avoid unnecessary costs.

Provides accurate data and reports to managers to support budget monitoring and cost control.

Identifies opportunities for cost savings and waste reduction in service delivery.

All employees who carry out any financial activities must ensure that they are familiar with, and comply with at all times, the Council's financial rules and procedures.

5. RESPONSIBILITY FOR ASSETS AND DATA

The post holder has a secondary responsibility for the allocation of vehicles for the councils' cleansing services contracts

A responsibility for ensuring that information collated and used for performance monitoring is accurate in conjunction with the Councils Data Quality Strategy.

Be aware of how the day-to-day activities of the post contribute to the calculations of performance indicators and other key business information on which key decisions are based.

6. EXTENT OF PUBLIC CONTACT

The post holder will be required to liaise with Officers, Councillors and members of the public.

7. WORKING CONDITIONS AND ENVIRONMENT

Based at Work Service Unit, Hunters Lane Rugby. Hours are between 6am to 6pm with some flexible working which will require some bank holidays and Saturdays.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION

Post: Waste & Cleansing Supervisor



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Supervisory experience in waste management, street cleansing, environmental services, or a related operational field	E	A, I, R
Experience managing staff performance, including appraisals, absence management, and disciplinary procedures	E	A, I, R
Handling customer complaints and resolving operational issue	E	A, I
Applying Health & Safety legislation in a frontline operational environment	E	A, I
Knowledge of relevant Health & Safety legislation, including risk assessment processes	E	A, I
Strong leadership and team management skills	E	A, I
Ability to plan, organise, and prioritise work to meet deadlines	E	A, I
Effective communication skills with staff, stakeholders, and the public	E	A, I
Conflict resolution and problem-solving skills	E	A, I
Competent in the use of IT systems for monitoring, reporting, and communication	E	A, I
Flexibility to work weekends, bank holidays, and out-of-hours as part of a rota	E	A, I
Commitment to equality, diversity, and inclusion in service delivery	E	A, I
Willingness to participate in emergency response duties	E	A, I
Full UK Driving License	E	A
A commitment to work within our CAN DO values	E	A, I
Health & Safety qualification (e.g., IOSH Managing Safely)	D	A, I, D
Training in safeguarding vulnerable adults and children	D	A, I
Working with trade waste services	D	A, I
Partnership working with other council services, contractors, or community groups	D	A, I

Experience in resource allocation, including vehicle and equipment deployment	D	A, I
Experience in delivering staff training and toolbox talks	D	A, I
Ability to interpret and present performance data clearly	D	A, I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D