

Job Details

Job Title: **WASTE SERVICES SUPERVISOR**

Post Number: POST000134

Directorate: Communities

Section: Waste and Recycling Services

Post Grade: Tier: 5, Grade: E

Responsible to: Waste Services Manager

Responsible for: Drivers, Loaders and Agency Workers

Job Purpose

- To provide direct operational supervision for all waste collection and recycling services provided by the Council including all bring sites.
 - To supervise all waste collection crews and maintain necessary deployments of staff and vehicles each day to ensure the completion of scheduled waste and recycling collections.
 - To lead on all matters relating to the management of health and safety within the waste collection and recycling service.
 - To provide HGV driver assessments.
 - To increase public awareness of the recycling services provided by the Council.
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Main Responsibilities

- To provide direct operational supervision of all waste collection and recycling crews ensuring all staff adhere to Corporate Health and Safety policies, risk assessments and standard operating procedures.
- To prepare, implement and monitor risk assessments regarding all operational aspects of waste collection and recycling service.

- To develop training programmes and to deliver bespoke training for all waste collection and recycling crews.
- To lead on providing HGV driver assessments to evaluate the competency of new appointees and agency staff to drive a refuse freighter and to ensure existing drivers who have been involved in a driving incident are still considered competent to continue their driving duties.
- To undertake inductions for all new loaders assigned to the council by the agency provider.
- Liaise as necessary with the agency provider to ensure staff are supplied in a timely manner to meet the operational needs of the service.
- Ensure services are delivered that meet customer requirements.
- Investigate and respond to customer complaints and requests for service that may arise from time to time.
- Liaise with all disposal contractors when necessary to ensure the smooth running of the waste collection service and to monitor the quality of waste streams and contamination levels.
- Undertake periodic reviews of collection rounds and vehicle deployments to ensure service efficiencies are maintained.
- Administer the Council's policies regarding sickness absence management as required.
- Provide relief HGV driving duties in emergency situations.
- To develop all Council bring sites and ensure the sites are fully used to improve the Council's overall recycling performance.
- To promote the recycling services provided by the Council through talks and presentations to residents and community groups.

Decision making

- Determine the most appropriate course of action regarding fleet developments in the event of vehicle breakdowns, adverse weather, staff shortages or to accommodate servicing and repair requirements.
- On a daily basis determine crew developments that best meet the needs of the service and that take account of annual leave entitlement, sickness absence and training requirements.

- Advise Senior Officers on the completion of a driver assessment whether a driver remains competent to drive a fleet vehicle safely.
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Financial Responsibilities

- To ensure stocks of disposable items and PPE are maintained to support the operational needs of the waste collection service.
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Key Contacts / Relationships

- The public, Councillors, contact centre, Environment Agency and all other service users.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Head of Environment and Housing Services**

Date: **September 2016**

Version: **1.2 – 20 December 2021**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: WASTE SERVICES SUPERVISOR

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EXPERIENCE

Essential Criteria

- Sound knowledge of Refuse/Recycling gained in a local authority setting. A/I
- Supervisory/management experience. A/I
- Experience in supervision/management of resources. A/I
- Experience of preparing risk assessments. A/I
- Experience of undertaking HGV driver assessments. A/I

Desirable Criteria

- Local Government experience. A/I
 - Carry out formal interviews/investigations and present findings to Line Manager. A/I
 - Experience of COSHH regulations. A/I
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QUALIFICATIONS

Essential Criteria

- A good standard of general education. A/D
- Willingness to study for further qualifications in all aspects of service delivery. A/D
- Full HGV Class 2 driving licence. A/I/D
- HGV Driver Assessment qualification. A/I/D

Desirable Criteria

- NVQ Level 3 or equivalent on one of the following subjects: Horticulture, Waste Management, Supervisory Management, Risk Assessments. A/D
 - Member of an appropriate professional organization. A/D
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SKILLS & KNOWLEDGE

Essential Criteria

- Ability to communicate effectively both verbally and in writing. A/I
- Preparation of reports. A/I
- Ability to work in teams and partnerships to ensure that high quality services and solutions are provided. A/I

- Ability to negotiate and resolve situations with contractors and customers. A/I

Desirable Criteria

- IT skills. A/D

OTHER REQUIREMENTS

Essential Criteria

- Full Class 2 HGV driving licence. A/D
- Full valid/clean driving licence. A/D
- Ability to work outside of normal hours at evenings and weekends when required. A/I

Desirable Criteria

- Experience of carrying out practical training. A

ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

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