



Operations Manager (Waste)

LEVEL:	Level 5
ACCOUNTABLE TO:	Operations Manager (Waste)
SALARY:	£41,177 to £45,529 per annum
LOCATION:	Hayedown / Okehampton
CONTRACT:	Permanent

Job Purpose

The Operations Manager is a key leadership role within the Waste and Recycling Service at South Hams District Council. The postholder is responsible for the safe, efficient and effective delivery of waste and recycling services within their assigned depot area, working collaboratively with colleagues across all depots to ensure consistent service standards and operational resilience across the district.

Reporting directly to the Senior Operations Manager, the Operations Manager will provide day-to-day operational leadership, directly line managing Operational Supervisors and holding overall responsibility for frontline operational staff within the depot structure. The postholder will ensure waste and recycling collection services are delivered safely, reliably and cost-effectively, identifying and implementing best practice, driving continuous improvement, and ensuring collection routes and service delivery arrangements remain robust, optimised and fit for purpose.

The Operations Manager will provide visible, proactive leadership across the service, leading by example and fostering a positive, high-performing culture. They will promote and embed a strong culture of health, safety and wellbeing, ensuring that all employees are treated fairly, consistently and with respect. The postholder will hold teams accountable for performance, attendance, conduct and service standards, whilst supporting employee development, engagement and wellbeing. Through effective leadership, they will encourage ownership, innovation and continuous improvement, champion equality, diversity and inclusion, and work collaboratively with colleagues and stakeholders to deliver safe, efficient, customer-focused and environmentally compliant services that support the Council's strategic objectives.



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 Senior 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 Senior 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.
- Lead recruitment, induction and development activities for operational staff in conjunction with HR and the Operations Manager.
- 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.
- Lead accident, incident and near-miss investigations, identifying root causes and implementing corrective actions to reduce future risk.
- Undertake workplace inspections, audits and behavioural safety observations.
- Ensure compliance with Environmental Permits, Exemptions, Duty of Care requirements, waste transfer documentation, waste hierarchy principles and relevant Environmental Protection legislation.



- Monitor expenditure within delegated budgets and identify opportunities to improve efficiency, reduce costs and maximise value for money.
- Lead operational response during severe weather events, depot incidents, industrial action, service disruptions and emergency situations, ensuring continuity of critical services.
- Manage relationships with contractors, suppliers and external stakeholders, ensuring performance, compliance and value for money.
- Support the delivery of service transformation programmes and organisational change initiatives, promoting positive engagement and maintaining operational stability during periods of change.
- Analyse operational data and management information to identify trends and drive service improvement.
- Provide backfill as an Operations Supervisor during periods of annual leave and absence.
- Deputise for the Senior 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	ILM Level 3 or 5 Leadership Qualification
Suitable Waste Management qualification or equivalent knowledge or experience in a similar field	Transport Manager CPC
A Full UK Driving licence	
WAMITAB / COTC Qualification (or willingness to obtain within 12 months)	



IOSH Managing safely (or willingness to obtain within 12 months)

Knowledge / Experience

Essential	Desirable
Experience of managing frontline operational workforces	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	
Managing employee relations issues	
Delivering change within operational environments	



Understanding of Transport and Fleet Compliance

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	



General / Other

Essential	Desirable
Enthusiastic, reliable, and self-motivated	
Ability to work flexibly and adapt to changing circumstances and assist in extra working hours to meet operational requirements	
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.