Refuse and Cleansing Supervisor
Job Description

Job Description Number	SE 07-22 (07)
Grade/Salary	SO2
Reports to	Performance and Operations Manager
Base Location	Based in Council Depots in Newry or Downpatrick, the post holder will work across the Council District of Newry, Mourne and Down District Council.
Car user	Casual
Access NI Check	Basic
Rehabilitation of Offenders	Non Excepted
Directorate / Section	Sustainability and Environment / Waste Management
Responsible For	Leading the delivery of refuse and cleansing services throughout the district
Date of Job Description	22 July 2022

Main Purpose of Post/Job Summary
Working as part of a team, within the refuse and cleansing section, the post holder will be responsible for leading the delivery of refuse and cleansing services across the district. This includes the collection of domestic and commercial waste streams, bulky household collections, delivery and repair of bins, street cleansing, collection of waste from litter bins, collection of illegal dumping and dead animals, washing of pavements and the cleaning and maintenance of public conveniences.

The post holder will ensure, through effective allocation of resources, that refuse and cleansing services are delivered efficiently and will monitor and evaluate performance of staff.

Duties and Responsibilities

1. Responsible for leading the efficient day to day running of the refuse and cleansing section.

2. Ensure compliance with statutory requirements, Council policy and best practice in relation to refuse and cleansing services.

3. To monitor and evaluate service delivery and to take effective remedial action when required. This will include assisting the Performance and Operations Manager in the preparation of reports and recommendations to improve service delivery and the daily collation and reporting of services delivered and services missed, including arrangements for proposed catch up.

4. Responsible for the monitoring, planning and prioritisation of daily workloads to ensure the delivery of a quality service, which demands flexibility to ensure that deadlines and schedules are met to agreed quality standards.

5. Manage and advise Team Leaders with their daily workloads to ensure the delivery of quality services to all stakeholders. This will involve regular changes on work demands and, as such, the post demands flexibility and the ability to reorganise resources at short notice and delivery to tight deadlines.

6. Drive and be responsible for the safe and efficient operation of any vehicle used in performance of duties.

7. Ensure that all tasks carried out in the section are carried out in accordance with health and safety legislation and procedures.

8. Assisting the Performance and Operations Manager in the planning, development and review of risk assessments and route risk assessments, undertaking investigation of accidents and near misses and implementing recommendations identified by investigations and ensuring training and equipment provided to staff is up to date and sufficient to enable tasks to be carried out safely.

9. Responsible for regular inspections of mobile work force to evaluate work performance and ensure compliance with health and safety legislation and procedures.

10. Assist the Fleet Section in maintaining the Driving Entitlements database, in line with relevant Council procedures.

11. Ensure compliance with Council procedures relevant to maintaining Council's Operator's Licence.

12. Organise and lead training and development within the refuse and cleansing section identifying gaps in training and development and making recommendations to ensure that the training and development programme provided within the refuse and cleansing section is sufficient to ensure staff are competent to carry out their tasks safely and efficiently.

13. Where appropriate undertake training of staff. This will include staff inductions and refresher training, where appropriate.

14. Organise and lead monthly team meetings with staff. This will include toolbox talks on health and safety issues.

15. Work in conjunction with the Sustainability and Enforcement Sections to promote and support recycling, litter education and enforcement.

16. Support and foster a culture of customer care within the section, promoting good working relations between Council staff and the public.

17. Investigate all queries/complaints regarding service delivery, processing all complaints in line with Council's Complaints Procedure and ensuring that appropriate remedial action is identified, and taken, where required. Queries/complaints will come from a variety of sources including elected representatives, other public bodies and members of the public and will come in various forms including verbal (face to face and telephone) and written (email, letter).

18. Liaise, assist and communicate with Customer Services on a regular basis to ensure effective handling of complaints or requests within the section and that the Customer Service section have sufficient information on service delivery on a day to day basis.

19. Provide and manage Refuse and Cleansing services to major public events (e.g. Festival of Flight, St. Patrick's Day, Blues on the Bay) as well as supporting smaller community led events throughout the year. This will involve partnership working and co-operation with Events and Community Services sections.

20. Collate information and prepare responses required because of Freedom of Information requests related to the service.

21. Work with management, staff and recognised Trade Unions to enhance 'industrial relations' as part of improving services.

22. Provide appropriate cover during the absence of the Performance and Operations Manager and other supervisors within the Waste Management Department.

23. Liaise and develop positive working relationships with other sections in the Waste Management Department and across all Council departments providing appropriate advice and support.

24. Liaise and develop positive working relationships with external agencies and groups, such as PSNI, NIHE, Transport NI and community groups, regarding refuse and cleansing issues including attendance at meetings, where required, and provide appropriate advice and support to these organisations to provide continuity of service.

25. Be the Council's day to day contact with appointed contractors who provide a range of services for the refuse and cleaning section (e.g. washing of pavements, collection of dead animals, removal of illegal dumping, maintenance of public conveniences etc.).

26. Responsible for key holding duties for depot, including the operation of alarm system

27. Responsible for completion of store requisition requests for Refuse & Cleansing services to ensure staff have sufficient resources from Stores to undertake tasks.

Resource Management

1. Responsible for timesheet appropriate coding and monitoring information for the issue and authenticating of wages approval and control of overtime in line with Council policy.

2. Direct responsibility for the management and allocation of all vehicles, plant and machinery under the control of the refuse and cleansing section. This includes auditing of driver defect sheets and reporting and monitoring of defects to Fleet section.

3. Input to ensure value for money is obtained in respect of resources and material used.

4. Assist in the performance management and optimisation of available resources through data gathering and analysis, particularly in relation to identified key performance indicators for the section.

Service Delivery and Performance

Be accountable to the Performance and Operations Manager for leading all aspects of service delivery within the section; ensuring the provision and delivery of high quality cost effective services.

Employee Management

1. Lead, motivate, appraise and develop employees under the management of the post holder ensuring at all times that employees:

1. operate within the Council policies;
2. achieve their objectives and targets in the most efficient and effective manner;
3. work in a corporate and collaborative way with other services across all departments and directorates;
4. purposively, efficiently and effectively work with the resources available, within the allocated time and budget; and
5. continuously develop within their area of responsibility.

2. Be responsible for the direct line management of employees who report to the post holder, ensuring that matters relating to performance, attendance and discipline are addressed within agreed timescales and in accordance with Council Policies and Procedures.

3. Ensure the timely and accurate completion of relevant electronic or paper based records relating to the management and supervision of employees under the control of the post holder, for example time and attendance returns, return to work interviews, appraisal documentation etc.

4. Ensure employees within the section are provided with appropriate training as and when required for example:

- departmental induction,
- access to relevant 'on the job' training and development opportunities,
- mandatory/statutory training relating to professional, technical or job specific

qualifications for example first aid, lifeguarding, CPD hours, driving competence (CPC) etc.

5. Treat all individuals with respect, respond sensitively to differences and encourage others to do likewise ensuring equality of opportunity for all.

Governance, Standards and Diversity –

6. Work within agreed budgets and finances to deliver service priorities, by ensuring that allocated budgets are effectively managed, implemented and adhered to for the service(s) under their control.

7. Undertake the purchase of goods and/or services in accordance with the Council's procurement policy.

8. Lead by example by behaving at all times in accordance with Council's values and promote same within the organisation and externally.

9. At all times act with integrity and total professionalism.

10. Ensure functions under the control of the post holder are operated in accordance with the Council's risk management and governance processes, and that the appropriate documentation is completed and signed off as necessary.

11. Assist the Performance and Operations Manager in ensuring the Council meets all statutory obligations and ensure that the highest standards of probity and good conduct are maintained at all times.

12. Adhere to and comply with all Council policies and procedures relevant to this role, including arrangements for risk management.

13. Work with the Performance and Operations Manager to establish the needs of the customers and strive to ensure that these are met.

Performance Improvement

14. Keep up-to-date with changes and amendments to relevant and allied legislation including areas of best practice relating to the post holders service area, reviewing practices, making recommendations to the Head of service and implementing service improvements, as appropriate.

15. Participate in employee training and development activities to ensure that knowledge, skills and competence required to fulfil the role in full are up to date.

16. Participate in the formulation, implementation and evaluation of the Department Business Plan and relevant Service Plans responding to changing trends and citizen needs.

17. Examine opportunities to gain efficiencies and improve effectiveness including collaborative partnerships, joint working and other innovative approaches to achieve best value in the use of public money.

Communication and Relationships

18. Contribute to Corporate, Departmental and Regional working groups as required

19. Actively participate in employee relations matters including undertaking investigations and chairing hearings relating to employment matters as required (e.g. discipline, grievance & harassment) and make decisions regarding appropriate outcomes with support from HR and in compliance with the relevant legislation.

20. Participate in the Council's Recruitment and Selection processes as a panel member, including assisting the panel with development of person specification, identifying selection methods and adhering to advice given regarding current employment legislation and codes of practice.

21. Promote and ensure equality of opportunity, good relations and diversity in service delivery and employment by adhering to the Council's Equal Opportunities in Employment policies and procedures and avoiding all forms of discrimination both as an employer and a service provider.

General

22. Uphold the Core Values of Newry, Mourne and Down District Council and work to achieve the wider organisational objectives as detailed in the Corporate Plan.

23. Participate in the Council's Performance and Development Review process as detailed in the published scheme.

24. Contribute to Newry, Mourne and Down District Council in fulfilling all of its commitments in relation to anti-discrimination practices, its Equality Scheme and under the Northern Ireland Act 1998 and the Human Rights Act 1998.

25. Carry out duties in compliance with the Health and Safety at Work Order 1978 (as amended); Acts of Parliament; Statutory Instruments and Regulations and other legal requirements; and all Council Policies and Procedures including Dignity at Work, Health and Safety, Attendance and all relevant Codes of Conduct.

26. Undertake the duties in such a way as to enhance and promote the positive reputation of Newry, Mourne and Down District Council.

27. Undertake all aspects of work respecting confidentiality and ensure that personal and/or sensitive information under the control or access of the post holder is used, stored and maintained in accordance with relevant data protection legislation.

28. Deputise for and represent the Performance and Operations Manager within their areas of control/expertise as required.

29. Where applicable act as Designated Safeguarding Officer, First Aider and Fire Warden depending on service requirements in accordance with relevant legislation and Council Policy and Procedure.

30. Where applicable act as a keyholder and respond to emergency call-outs as required.

31. When required, assist in the execution of the Council's Emergency and Business Continuity Plans.

The list of duties / responsibilities must not be considered comprehensive nor exhaustive. They are simply a summary of the main duties / responsibilities that the post holder will be required to undertake. No Job Description can cover every issue that may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this Job Description.