

## Job Description

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| <b>JOB TITLE:</b>       | <b>Health and Safety Compliance and Training Manager</b>  |
| <b>GRADE:</b>           | <b>K</b>  |
| <b>POST NUMBER:</b>     | <b>C020600866</b>   |
| <b>DIRECTORATE:</b>     | <b>Communities – Public Realm</b>   |
| <b>SERVICE:</b>         | <b>Waste Services</b>   |
| <b>RESPONSIBLE TO :</b> | <b>Waste Services Support Manager</b>   |
| <b>RESPONSIBLE FOR:</b> | <b>Health and Safety Compliance Support Officer</b>   |
|                         | <p><b>This post does not require a DBS check</b></p> <p><b>This post is not politically restricted</b></p> <p><b>A Council-supplied vehicle will be provided where the use of a personal vehicle for work purposes is not possible.</b></p>   |
| <b>JOB SUMMARY:</b>     | <p>To deliver a high quality, proactive, customer-focussed health and safety service within Waste Services.</p> <p>Develop and deliver health and safety programmes, projects and policies, under the direction of Waste Services management and Corporate Health and Safety Manager and in accordance with the Council’s health and safety programme of work.</p> <p>Provide advice and support to managers and employees on all health and safety matters, including legal compliance, operational best practice, accident and ill health prevention, in accordance with Council policies and procedures.</p> <p>In conjunction with operational management, co-ordinate the effective implementation of health and safety policy objectives, training and local solutions to health and safety problems that take account of local operational business needs and service delivery.</p> <p>To ensure that the service area complies at all times with its obligations to the Health and Safety at Work Act 1974 and any subsequent amendments.</p> |

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| <b>ROLE REQUIREMENTS:</b> | <i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i>  |
| 1.                        | Undertake the development and delivery of health, safety and operational management programmes, projects and policies, under the direction of the Waste Services Management and Corporate Health and Safety Manager and in accordance with the Council's health and safety programme of work. |
| 2.                        | Provide advice and support to managers and employees on all health & safety matters, including legal compliance, operational best practice, accident and ill health prevention, in accordance with Council policies and procedures.   |
| 3.                        | Provide specialist advice and support to managers on complex health and safety cases, including interpretation and application of the Council's health and safety policies and procedures.  |
| 4.                        | Provide a lead on the effective development and implementation of health & safety and operational policy objectives and associated procedures within Waste Operations taking account of service business needs, industry best practice and continuous improvement.                            |
| 5.                        | Conduct investigations of accidents and incidents, producing reports as required, and making practical, cost-effective recommendations as appropriate and ensure that actions are taken as necessary to protect the Council's employees, reputation and assets.                               |
| 6.                        | Undertake the preparation and implementation of health and safety risk assessments and provide a risk assessment quality assurance function.  |
| 7.                        | Ensure contractor compliance with health and safety legislation and the Council's policies prior to commencement of work and through to completion.   |
| 8.                        | Plan, develop and provide in-house health, safety and operational training, including providing briefings and training delivery as required using both internal and third-party training platforms for Waste Services – i.e. IOSH Managing and Working Safely.                                |
| 9.                        | Plan, develop and co-ordinate Waste Services learning development, training needs analysis, and third-party training in line with safety, environmental and operational needs.  |

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| 10.                               | Undertake evaluation and analysis of training effectiveness in line with training needs and to be responsible for the initiation, development, maintenance and regular update of processes and procedures to support the learning and development function.  |
| 11.                               | To initiate, develop and maintain effective communication systems for the target groups of learning and development programmes and other organisations (internal and external), to raise awareness of specific events and the general progress of the learning and development.  |
| 12.                               | Work in conjunction with operational managers and other colleagues with dedicated compliance related functions such as in transport to ensure the collaborative and coordinated management of all statutory safety related compliance.   |
| <b>CORPORATE RESPONSIBILITIES</b> |  |
| 13.                               | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.   |
| 14.                               | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.  |
| 15.                               | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.  |
| 16.                               | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.   |
| 17.                               | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.  |
| 18.                               | Adherence to the Council's commitment to the health, safety and welfare at work policy:<br>Health and safety responsibilities include: <ul style="list-style-type: none"> <li>▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements</li> <li>▪ holding staff accountable</li> <li>▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff</li> </ul> |

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|                    | <ul style="list-style-type: none"> <li>▪ ensuring staff receive adequate information, instruction, training and supervision</li> <li>▪ cooperate with trade union(s)/safety representatives and attend relevant meetings.</li> </ul> |
| <b>PEOPLE</b>      | <i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>                                |
| 19.                | Work collaboratively and make sure that this supports the delivery of specific projects and corporate programmes.  |
| 20.                | Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.   |
| 21.                | Develop staff to realise their potential, manage their careers and through that deliver improved outcomes for the borough.   |
| <b>FINANCE</b>     | <i>[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]</i>                                       |
| 22.                | Monitor the budget for team and projects and ensure it is effectively controlled within cash limits, driving down spend where appropriate.   |
| 23.                | Hold staff to account to provide services that are delivered or procured that represent value for money.   |
| 24.                | The postholder will ensure on an annual basis that they work with the Head of Waste Services and Development in setting an adequate budget for health and safety related service issues.   |
| <b>SERVICE</b>     | <i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>  |
| 25.                | Put forward new and innovative ways of delivering services that are safe, high quality and good value for money.   |
| 26.                | Implement consistently high-quality service standards and levels of customer service.  |
| <b>PERFORMANCE</b> | <i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>   |

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| 27. | Compile and monitor health and safety statistics and information to comply with Council and statutory performance reporting requirements. |
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**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

To be able to work flexibly by arrangement to meet the operational needs of the service in delivering health and safety support. This may require attendance out of normal working hours.



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|  | <p>Hold valid driving licence (category B)</p>  | E | A/I |
|  | <p>Have a proven track record of planning, developing and providing in-house health, safety and operational training, including providing briefings and training delivery as required using both internal and third party training platforms for Waste Operations – i.e. IOSH Managing and Working Safely</p> | E | A/I |
|  | <p>Shown a proven ability to evaluate and analyse training effectiveness in line with training needs and been responsible for the initiation, development, maintenance and regular update of processes and procedures to support the learning and development function.</p>                                   | E | A/I |
|  | <p>Ability to plan, prioritise and organise workloads to meet team and strategic objectives and the customer's needs.</p>   | E | A/I |
|  | <p>Ability to research, prepare and draft concise reports and present information to different audiences.</p>   | E | A/  |
|  | <p>Ability to persuade and to influence decisions.</p>  | E | A/I |
|  | <p>Ability to establish credibility and confidence in the Council's occupational health and safety policies and services.</p>   | E | A/I |
|  | <p>Experience of using information technology,</p>  |   |     |

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|  | <p>including Microsoft Office, Excel and Word to produce reports and management information.</p> <p>Experience of building effective working relationships with managers and employees.</p>  | E   | A/I   |
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| <b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>                    |  | <b>They are aligned to the organisation's five TOWER Values</b> |       |
| We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets | <p><b>Building relationships:</b><br/>Leads and supports positive working relationships across the Council and with partners to optimise outcomes<br/>Shares information and engages with others in a timely way to achieve the best outcomes</p> <p><b>Developing networks:</b><br/>Ability to establish, maintains and encourages excellent working relationships via networking across teams, services within the Council and with external partners and stakeholders to achieve best outcomes for the Council</p> <p><b>Making it a better place to work:</b><br/>Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment</p> | E   | A/T/I |
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|   | <p><b>Collaborating:</b><br/>Collaborates with and utilises internal and external networks in order to achieve best outcomes for the Council</p>                       | E | A/I |
| We are <b>OPEN</b> and transparent                              | <p><b>Communicating clearly:</b><br/>Ability to present information on complex issues clearly and concisely, both orally and in writing</p>                            | E | A/I |
|   | <p><b>Listening, acting &amp; coaching:</b><br/>Role models and champions a coaching culture across the Council and with partners</p>                                  | E | I   |
|   | <p><b>Managing change:</b><br/>Ability to facilitate, lead and manage appropriate change at a pace required for the further improvement and success of the Council</p> | E | A/I |
|   | <p><b>Being approachable:</b><br/>Approachable and actively seeks feedback from others to improve how they do things</p>   | E | I   |
| We are <b>WILLING</b> to challenge, innovate and be accountable | <p><b>Being accountable:</b><br/>Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others</p>                    | E | A/I |
|   | <p><b>Learning &amp; challenging:</b><br/>Challenges accepted 'norms' in order to improve the way things are done for areas under their responsibility</p>             | E | A/I |
|   | <p><b>Personal development:</b><br/>Creates a culture of learning and personal</p>   | E | A/I |

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|   | <p>development of self and others in order to build capacity and manage talent internally</p> <p><b>Improvements &amp; innovations:</b><br/>Promotes a culture of innovation and creativity that pushes the accepted boundaries</p> | E | A/I |
| <p>We empower each other to be <b>EXCELLENT</b> and go the extra mile</p> | <p><b>Having purpose &amp; personal motivation:</b><br/>Ability to motivate self and others about the Council's strategic vision, values and goals and how they can contribute to making a difference</p>                           | E | A/I |
|   | <p><b>Being empowered:</b><br/>Ability to take control of the areas under their responsibility and make positive changes and set appropriate goals</p>  | E | A/I |
|   | <p><b>Focusing on well-being:</b><br/>Ability to promote the well-being of self and others overcome difficulties by identifying and building individual strengths and achieving desired outcomes</p>                                | E | I   |
|   | <p><b>Colleagues feel appreciated &amp; valued:</b><br/>Actively champions successes and 'good news' across the Council, and externally that recognise the successful achievements of colleagues to inspire others</p>              | E | I   |
| <p>We <b>RESPECT</b> all communities; they are the heart of</p>           | <p><b>Understanding our customer's needs:</b><br/>Ability to use customer feedback to actively</p>  | E | A/I |

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| <p>everything we do</p>               | <p>improve customer outcomes and the way services are delivered</p> <p><b>Learning from customers:</b><br/>Ability to develop strategies to develop or improve business processes and procedures based on learning from customers</p> <p><b>Being a customer ambassador:</b><br/>Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience</p> <p><b>Respecting diversity and being inclusive:</b><br/>Values diversity, does not discriminate and provides equal opportunity in employment and service delivery</p> | <p>E</p> <p>E</p> <p>E</p> | <p>A/I</p> <p>I</p> <p>I</p> |
| <p><b>Additional Requirements</b></p> | <p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p>  |                            |                              |