

Job Description

JOB TITLE:	Waste Operations Supervisor
GRADE:	G
POST NUMBER:	CO20600854 CO20600855 CO20600856, CO20600857, CO20600858. CO20600859, CO20600860 CO20600861
DIRECTORATE:	Communities – Public Realm
SERVICE:	Waste Services
RESPONSIBLE TO :	Environmental Manager
RESPONSIBLE FOR:	n/a
	<p>This post does not require a DBS check</p> <p>This post is not politically restricted</p>
JOB SUMMARY:	Working as part of a team supervise and directly monitor and observe the day-to-day service delivery of all waste collection, street, markets and parks cleansing operations, including recycling either on a geographical area basis or by service(s) on a daily basis, so that the service is conducted safely, efficiently and effectively within budget, evidenced by the completion of scheduled tasks to set standards and financial reporting.
ROLE REQUIREMENTS:	<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.	For each shift that you are supervising, check and book in staff including agency resource and allocate the required associated fleet vehicle and/or equipment for all scheduled operational tasks either on an area basis or by specific service.
2.	Ensure that the use of agency staff complies at all times with corporate policies for core service employed staff.
3.	When issuing uniforms, ensure items are fully recorded against an individual's personal file or any formal corporate records and agency records.

4.	Ensure that all staff convey a positive corporate image and wear appropriate uniform/PPE.
5.	Ensure that standards of work and conduct are consistently maintained by identifying staff performance issues, health and safety compliance, training and development needs, conduct and sickness absence issues, taking appropriate early action in line with the Council's HR policies and consulting with Environmental Managers on any necessary subsequent action and/or formal procedures.
6.	Whilst undertaking on street/site monitoring and supervision, check crew and staff adherence to operational procedures for service specific tasks including the correct use and accurate recording of service information on IT equipment and software provided (e.g. Whitespace) to ensure real time data capture and consistent delivery to required standards and schedules.
7.	Ensure personal understanding of service specific Health and Safety requirements and check crew and individual staff compliance for their safety and that of the public.
8.	Respond to operational resource issues and where necessary arrange replacement staff, vehicles, tools or plant and equipment from the existing overall and available resource in a timely and efficient manner to ensure the continuity of the service.
9.	Investigate service complaints and other operational issues, providing clear feedback and where appropriate take immediate action to resolve performance issues.
10.	Help develop solutions to resolve local operational issues affecting the delivery of the service within specific services and/or in any designated geographical area(s) that you are supervising, liaising where necessary with local residents and businesses and other Council staff.
11.	Within your supervisory responsibilities, compile and maintain service information for regulatory and financial purposes to the required standard of completeness and accuracy.
12.	At all times check that staff are inducted, suitably trained and competent to undertake the duties required of them in particular when using agency staff.
13.	Ensure that weekday and weekend service arrangements are fully resourced and that work is completed to schedule and contract standard.

14.	When allocating vehicles to ensure that all relevant information relating to the intended use and ongoing compliance is captured in relevant documentation.
15.	When booking off services, debrief crews and individual staff as necessary at the end of the shift and ensure that full details of work completed and non-completed and any incidents/issues are captured on the relevant records.
CORPORATE RESPONSIBILITIES	
16.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
17.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
18.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
19.	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.
20.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
21.	<p>Adherence to the Council's commitment to the health, safety and welfare at work policy:</p> <p>Health and safety responsibilities include:</p> <ul style="list-style-type: none"> • being familiar with health and safety policies and procedures • setting a positive example • communicate health and safety policies and procedures to staff • carry out, review and share risk assessments • consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures • ensure adequate first aid provision • holding staff accountable • ensuring staff receive adequate information, instruction, training and supervision • To ensure all staff reporting to the post receive at least the minimum level of training on an annual

	basis to comply with the Council's obligations to the H&S at Work Act 1974.
22.	Deputise for an Environment Manager.
PEOPLE	<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>
23.	Provide clarity around expected outcomes and standards, providing clear instructions for daily accountability for completed service tasks and schedules to the required standard.
24.	Set an example to staff by developing a positive work environment that is courteous, friendly and delivers an efficient service.
25.	Deliver staff training and development ensuring that regular 1-2-1s and crew engagement takes place to support Personal Development Reviews and performance management.
26.	To actively engage and identify the abilities and potential of staff in the service area to ensure all operatives reach the maximum level of personal and career development.
FINANCE	<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>
27.	Supervise the allocation of uniforms and service consumables and monitor usage to ensure the most efficient and cost-effective use of budget and resources.
28.	To be accountable for the management of a supervisor's service budget, including budget management, overtime allocation and costs and forecasting in accordance with the Council's financial timetable.
29.	Support the strict management and control of the allocation of fuel.
30.	Support budget holders by accurately recording staff allocation and resources for reconciliation with the established budget.
SERVICE	<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>

31.	To supervise operations ensuring that services are conducted safely, efficiently and effectively, evidenced by the completion of scheduled tasks to set standards.
32.	To assist the operational service management in the development of efficient and effective waste collection/recycling and cleansing rounds and schedules that meet the growing demands of residential and commercial growth and deliver set service standards.
33.	To inform the technical development of the service through supervising pilot projects and providing operational feedback on usage and effectiveness.
PERFORMANCE	<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>
34.	Schedule your daily responsibilities so that you predominantly spend the majority of your working shift hours actively monitoring and observing crews and individual staff performance and rectify any issues.
35.	Record daily personal work activity to demonstrate time spent monitoring work and interacting with staff, businesses and public.
36.	Support the compilation of service information and data and conduct surveys on daily basis capturing grading for litter and refuse under the code of practice for litter and refuse.

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 and on occasion vary daily working hours as reflected by the

nature of the service for the purposes of review/monitoring and/or deal with service-related issues through to resolution.

The postholder will need to recognise and accept that this management post is generic in nature and covers all operational areas of service delivery and not just one e.g. cleansing. The postholder will therefore be required to be available to undertake all related management functions in any waste operations service area or across multiple service areas when working on a boroughwide or wards basis when managing service activities. However, in practice, a postholder will have a dedicated service-related role within one of the service areas and this will be reviewed annually to enable managers to gain experience of all service areas.

Eight Waste Operations Supervisor posts are in the management structure covering all operational service areas and required shifts e.g. evenings and nights to deliver the overall service.

Person Specification

Person Specification for the Post of Waste Operations Supervisor		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Understanding of Waste operations collection including Recycling and Street Cleansing related services including within Parks and Markets.	E	A/I
	Understanding of Waste services responsibilities and performance requirements.	E	A/I
Qualifications & Experience	Hold a valid Driving Licence (Category C1)	E	A/I
	Hold a valid Driving Licence (Category C)	D	A/I
	Educated to a good standard, with several years' experience in a waste management environment	E	A/I
	Previous supervisory experience.	E	A/I
	Computer/IT literate and Experience of effective use of information technology software and equipment to meet work demands of	E	A/I

	<p>waste operations' supervision and monitoring.</p> <p>Experience of working with the public and liaison with representatives of housing management groups</p>	D	I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Making it a better place to work: Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment</p>	E	I
<p>We are OPEN and transparent</p>	<p>Being approachable: Approachable and actively seeks feedback from others to improve how they do things</p>	E	I
<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Being accountable: Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others</p> <p>Learning & challenging: Challenges accepted 'norms' in order to improve the way things are done for areas under their responsibility</p> <p>Personal development: Creates a culture of learning and personal development of self and others in order to</p>	E E E	I I I

	<p>build capacity and manage talent internally</p> <p>Improvements & innovations: Promotes a culture of innovation and creativity that pushes the accepted boundaries</p>	E	I
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Having purpose & personal motivation: 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	I
	<p>Being empowered: Ability to take control of the areas under their responsibility and make positive changes and set appropriate goals</p>	E	I
	<p>Focusing on well-being: 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>Colleagues feel appreciated & valued: 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 RESPECT all communities; they are the heart of everything we do</p>	<p>Understanding our customer's needs: Ability to use customer feedback to actively improve customer outcomes and the way services are delivered</p>	E	I

	<p>Being a customer ambassador: Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience</p> <p>Respecting diversity and being inclusive: Values diversity, does not discriminate and provides equal opportunity in employment and service delivery</p>	E	I
<p>Additional Requirements</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>		