

Post title	Waste and Cleansing Area Manager
Division / Section	Environment
Department	Place
Responsible To	Waste and Cleansing Operations Manager
Number of post holders	5
Acting up/ Secondment	No

Purpose of Job

Responsible for the effective management of a group of supervisors and frontline staff covering an allocated area of work within the Waste and Cleansing service.

Managing all operational issues at one or more depots, ensuring that all work is undertaken effectively and efficiently, and in line with the relevant legislation and Council policies and procedures.

Ensuring that the work of the service is in line with the needs of communities and regularly liaising with Locality teams to identify emerging issues/priorities.

MAJOR TASKS/JOB ACTIVITIES

Managing the operational activities of a number of groups of staff.

Aim to deliver services on a 'right first time' approach, minimising complaints and maximising customer satisfaction.

Responsible for the management of staff, including performance management, staff leadership, people development, management of disciplinary and grievance cases, change management and transition.

Develop and implement contingencies to minimise disruption in response to situations impacting on service delivery, which may include severe weather, workforce disruption and emergency incidents

Ensure that appropriate and timely responses are provided in response to customer feedback and complaints, liaising with corporate and Waste and Cleansing Services' customer services units as appropriate.

Ensure that councillors and senior Council officials are provided with appropriate and timely information and responses to enquiries about service issues and developments

Embed a strong culture of compliance in relation to all key legislative drivers e.g. site licences for waste disposal sites, drivers hours, vehicle maintenance records etc.

Develop and implement contingencies to minimise disruption in response to situations impacting on service delivery, which may include severe weather, workforce disruption and emergency incidents

Proactively investigate and identify the root causes of service under-performance and in conjunction with direct reports, identify, plan and take appropriate action to address the issues identified

Implement and monitor agreed Quality Standards for Waste and Cleansing services, including CIMS (Cleanliness Index Monitoring System), LEAMS (Local Environment Audit and Management System), and any other standards that are deemed to be required.

Prioritise tasks and co-ordinate resources with other colleagues within Waste and Cleansing services, including staff and equipment, to ensure that an integrated locality approach is delivered.

Ensure effective communication with staff across a range of locations, and in particular conducting staff briefings and toolbox talks, and seeking and taking action on feedback.

Supervision and Management of People (Numbers and type of staff)

The post will be responsible for the co-ordination and management of a large area of work and as such will have a number of management staff reporting directly to them.

There will be between 80 and 200 staff in total across all services and these will cover a number of related professions.

Creativity and Innovation

The ability to plan is essential (accounting for seasonal and abnormal weather considerations) as is the ability to prepare contingencies for the short term. In addition sound business management skills in ensuring that a responsive and effective service is provided within budgetary constraints

Plan, allocate and co-ordinate the deployment of resources across the service to achieve service delivery and financial objectives and will re-prioritise as required in response to changing circumstances and/or external demands.

Contacts and Relationships

Maintain regular contacts with operational supervisors, Customer Service colleagues and other managers across the service area. In addition, he/she will be expected to regularly liaise with Locality colleagues and members assistants to discuss escalated complaints/issues.

Maintain a good local working relationship with Trade Union colleagues.

Decisions (Discretion)

Make operational decisions on the management of a functional unit covering half of the city.

Make decisions on the best way to respond to a planned and unplanned service challenges such as inclement weather, local incidents, employee relations issues

Decide appropriate action to manage HR/employee relations issues in line with relevant Council policies and procedures

Decisions (Consequences)

Decisions will have a large impact across a large functional area covering half of the city.

Make immediate or long term decisions on service provision that will provide improved waste or street cleansing maintenance standards.

The decisions taken will potentially have a material impact on the Council's reputation, the potential for the Council to not comply with statutory duties and the health and safety of employees and members of the public.

Resources

Budget holder for a budget in between £1 million and £5 million per annum.

Responsible for at least two depots and a large number of fleet items, ranging from small vans to Refuse Collection Vehicles.

Environment – Work Demands

Operationally manage a large functional area within the service in line with defined policies and procedures but with the need for adaptation when required.

Expected to work dynamically to respond to complaints and areas of risk on a daily basis.

Environment – Physical

May be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

May be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Expected to undertake some site visits to waste disposal facilities which may involve exposure to extreme odour and noise conditions.

Environment – Work Context

Some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Require extensive knowledge and skills in a related professional discipline to the extent that they can manage a large functional area.

This will usually mean the post holder holds some form of management qualification, with a proven history of operational management in a related sector.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

See attached - specific to area of operation.