

Post title	Waste and Cleansing Supervisor
Division / Section	Environment
Department	Place
Responsible To	Waste and Cleansing Area Manager/City Wide Services Manager
Number of post holders	26
Acting up/ Secondment	No

Purpose of Job

Responsible for the day-to-day management of a designated group of Waste and Cleansing staff, delivering a range of services and activities including: street cleaning, waste and recycling collection, litter collection from open spaces, street washing, graffiti removal and environmental inspection.

Act as a first point of contact with the public, providing advice, responding to problems and acting as a link with relevant CEC colleagues and other parties ensuring the highest possible standards of customer care are maintained.

Required to support or take appropriate environmental enforcement action as directed by line management.

MAJOR TASKS/JOB ACTIVITIES

Plan, prioritise and allocate staff and resources to ensure adequate cover and continuity of service.

Allocation and monitoring of work performance various methods such as route planning/optimisation software and mobile technology. Aim to deliver services on a 'right first time' approach, minimising complaints and maximising customer satisfaction.

Order and maintain adequate stocks of uniform & PPE and ensure all staff are issued with prescribed items of protective clothing, also ensuring proper and responsible use of uniform & PPE

Confirm staff/ crew members' compliance with relevant regulations at the beginning and end of shift and confirm drivers' fitness and general ability to drive safely.

Brief staff as required on matters affecting them, including performance, changes to working practices and procedures, service developments and provide a means of access to other Council information such as mandatory HR policies

Issue relevant paperwork/instruction to crews at commencement of shift and check on progress/completion throughout the day and upon return to depot.

Utilise all available performance information to monitor and manage resources to maximise service, addressing exceptions and issues appropriately.

Monitor progress of staff against scheduled work and resolve any issues that may impact on completion to ensure that services are delivered in accordance with service standards and daily schedules. Identify potential performance issues. Investigate the reasons for any drop in performance and take appropriate action in a timely manner, ensuring that exceptions are reported appropriately.

Ensure regular contact with staff to ensure any issues that may arise whilst delivering services are dealt with as they arise.

Oversee and/or carry out risk assessments in conjunction with staff and take appropriate action to address potential Health & Safety risks.

Investigate, action and resolve complaints and enquiries in a timely manner and provide responses to complainants as required. Identify and address the causes of recurring/escalated complaints

Provide performance reports for senior management and take appropriate action when instructed.

Maintain all work documents, operational records and reports. Ensure staff registers, driver compliance records and job information sheets are updated in a timely manner, maintain attendance, overtime, sickness, absence and disciplinary records for all staff.

Identify individual learning and development needs and arrange the provision of appropriate training.

Control, co-ordinate and develop the service in accordance with statutory requirements, the Council's standing orders and the direction of senior managers to ensure the provision of effective services.

To ensure that the service focuses on the needs of the community, taking account of locality requirements, and rescheduling of work as necessary.

Ensure staff are instructed in, and comply with, current safety requirements and safe working practices.

Investigate/action/resolve complaints and enquiries from members of the public, Members of Parliament, Councillors, emergency services and other Council Departments, recording and reporting accordingly

Supervision and Management of People

Required to manage up to 30 – 50 who work remotely. Although normally based at the same depot, crews will spend the vast majority of time on the road working, or on street, remotely from the supervisor.

Creativity and Innovation

Identify and resolve problems with service delivery mechanisms and procedures

Manage performance and initiate action plans in conjunction with individual staff to rectify any performance issues as appropriate.

Plan, prioritise and allocate staff and resources to ensure sufficient cover to deliver services on time and in accordance with service standards

Investigate the reasons for service failures and determine the most appropriate course(s) of action to resolve them. Multiple factors may need to be taken into account in determining responses to individual situations, such as location, access issues, vehicle type, route length and sequencing, staff training.

Contacts and Relationships

Internal colleagues: Waste and Cleansing staff, direct reports, Locality colleagues, Environmental Wardens, Customer Service colleagues, HR, Fleet Services and Health and Safety.

External contacts: members of the public.

Decisions (Discretion)

Manage and monitor performance of all staff and taking appropriate action in accordance with Council Policies and procedures if appropriate.

Responsible for prioritising workloads, staff, vehicles and routes and disposal locations.

Decisions (Consequences)

Responsible for making recommendations which will have a significant effect on the way in which the service operates, including potential budget savings and delivering a more efficient and effective service.

The implications of these decisions will impact on the way in which we deliver the service to our customers i.e. day changes, changes in delivery method, delays to service delivery.

Decisions and recommendations made will affect the effective operation of the work for which they are responsible and will impact on the quality of service received by customers. Service failures may impact on local business, tourism and the Council's reputation.

Resources

Line management responsibility for up to 50 staff.

Responsibility for the safe and effective operation of fleet units that provide services, ensuring that the appropriate fleet unit is in a fit and safe manner as required by the relevant legislative framework.

Responsible for ensuring that vehicles are allocated to crews and that appropriate drivers safety/vehicle checks are carried out at commencement and end of shift and ensuring that appropriate numbers of staff are available and are tasked to carry appropriate duties.

Proper use and safekeeping of equipment provided for personal use e.g. PC and mobile telephone
Responsible for the security and maintenance of a variety of manual and electronic data, including employee personnel records

Regular use of a Council vehicle.

Environment – Work Demands

Plan, prioritise and allocate work to others to ensure completion of daily tasks. They will be expected to manage their own time effectively and require organisational skills to balance the competing demands of the job.

Will regularly be required to respond to unplanned operational situations such as vehicle breakdowns and incidents involving crew members. Matters with potential to cause significant disruption to service will be referred to the Shift Manager/Operations Manager for resolution.

Resource management may have conflicting priorities and good time management skills and organisational skills need to be evident to ensure that workloads are managed in a timely manner.

Expected to work autonomously and receive little input from senior managers.

Authority to manage all aspects of service delivery methods within his area and will display the ability to use his/her initiative, solve problems and make service related decisions.

Regular 1:1's will be evident along with PRD's and the post holder will be involved in regular Operational meetings with senior management regarding service related issues.

Environment – Physical

This post is based primarily in an office, but with frequent requirement to monitor crews working in the field. Physical effort is within normal range, involving:

Long periods of sitting (estimated 60% of time worked)

Driving in fixed position for long periods (30%)

Some standing/walking (10%)

Environment – Working conditions

Office-based for the majority of the time worked but will work outside for approximately 30% of the time, when they will be exposed to all weather conditions, traffic noise, accumulations of waste, sharps and fluid spillages.

Driving and assessing crews, the post holder will be exposed to weather elements and dirt, dust that may be evident in the environment whilst services are being delivered.

Environment – Work Context

Required to undertake site visits to disposal outlets and on-street locations.

Awareness of procedure for safe removal of hazardous waste items e.g. Needle sticks.

Deal with members of the public to resolve service issues/complaints and may be exposed to occasional rudeness and/or challenging behaviour

May also be required to deal with difficult situations involving staff, some of which may involve instances of confrontational and/or aggressive behaviour

Will monitor crews in the course of carrying out duties and must exercise due care when working in moving traffic.

Knowledge and Skills

Expected to have a comprehensive knowledge of Waste and Cleansing functional areas as well as all appropriate legislation and internal policies and procedures that are required in the delivery of the role.

Experience of staff management in a related field of work and will be capable to managing staff in any area of the service.

A driving license is essential

Organisational Structure.

See attached - specific to area of operation.