

Operations Manager – Waste & Recycling

Job Description

Position Pay Level: 9

Position Pay SCP: 42-47

Salary: £56,354 - £62,066 (inclusive of Local Weighting Allowance of £1130 per annum)

DBS requirement: Basic

Reports to: Head of Environmental Services

Responsible for: Line management of supervisory team/Recycling & Sustainability officers

Number of reports: 9

Financial Responsibilities: £6M Income/£6M Expenditure

Main purpose of Job:

- Managing the operations of waste collection, street and open spaces cleansing, HWRC and waste transfer station, making suggestions to reduce costs, manage safety and align visual amenity to the boroughs overall public realm aspirations where appropriate.
- Lead and manage a workforce and specialist subcontractors to deliver waste collection, street and open spaces cleansing, HWRC and Transfer Station specifications within budget, identifying and managing risks as an integral part of service delivery.
- Responsible for managing the waste collection, street and open spaces cleansing, HWRC and waste transfer station budget, monitoring and explaining financial performance and actively participating in the annual budget build process.
- Main Accountabilities: Lead the scheduling of resources to complete planned work within planned time and cost, responding to changing circumstances and council priorities, keeping resources fully deployed wherever possible with minimal reliance on agency, subcontractors and/or overtime.
- Lead and manage the transition from paper based work instructions and records to digital storage of work programmes and the issuing, monitoring and recording as completed of work instructions using electronic devices
- Manage Supervisors each day to monitor crew progress and implement any actions required to ensure successful completion of the work
- Manage liaison with peers, council members and commercial customers to confirm that the waste and streetscene services provided are aligned to the agreed specification with any variations agreed, signed off and documented.
- Manage a positive reaction to setbacks and complaints, taking action to remedy within target times and get to the root cause of failure to prevent it from happening again.

Commercial

- Lead and manage the pricing of annual programmes of work, ad-hoc jobs and projects to meet deadlines.
- Analyse performance data and identify trends / opportunities for service changes or improvements including the management of regular route and round reviews to ensure and to demonstrate a fair allocation of work.
- Manage invoicing procedures to ensure that Environmental Services claims all of the payments to which it is entitled.
- Manage the timely supply of goods, services and specialist subcontractors, including assisting in the drafting of specifications, contracts and service level agreements.
- Develop commercial business and increase revenue generated from commercial activity within the scope of current trading and charging legislation to achieve income targets.
- Provide current and up to date professional knowledge and advice including technical and sector developments, by maintaining a broad network of contacts, regular review of trade press, attendance at seminars, conferences and meetings, fostering links with industry bodies/fora.

HSQE

- Manage operational Health & Safety including ensuring that Supervisors carry out and record safety, quality and environment inspections on a daily basis, that paperwork, procedures, risk assessments and safe systems of work are relevant and up to date and that Close Call Reporting is a daily occurrence.
- Responsible for ensuring that all incidents involving employees, vehicles, plant and/or equipment are reported and investigated as necessary, including insurance claims where appropriate.
- Review and reissue Integrated Management System policies and procedures assisting in re-drafting; lead the drafting of toolbox talks to communicate changes.
- Manage the training matrix ensuring training and competency records are filed.

Person Specification: Operations Manager – Waste & Street Cleansing

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience	Significant and diverse experience of leading and managing a waste collection and street cleansing operational workforce in a commercial environment on a daily basis.	E	A/I
	Experience in the management of Health & Safety legislation and standards, as they apply to landscape services / grounds maintenance.	E	A/I
	Experience in producing quotations and work specifications and monitoring the quality of subsequent work.	E	A/I
	Experience in the production of business plans, budget and resource management and the monitoring of financial performance.	E	A/I
	Significant and demonstrable experience of managing commercial relationships with internal and external clients, retaining business with low levels of attrition.	E	A/I
	Experience of dealing with councillors, the public and difficult customers/clients, face to face and over the telephone, in a confident manner.	E	A/I
	Reading, understanding and developing works SLA's, specifications and technical drawings.	E	A/I
	Give professional advice to external organisations, other Council departments/teams, contractors, Councillors and members of the public	E	A/I
	Excellent customer care skills which include a proven ability and understanding of communication at all levels both verbally and in written form.	E	A/I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Skills and abilities	Able to be analytical and interpret data to construct robust and informed recommendations.	E	A/I
	Ability to be persuasive and influence the decision making of others through convincing and reasoned arguments.	E	A/I
	Ability to act in a sales and promotion capacity, equipped with the requisite communication skills to pitch for and win business.	E	A/I
	Able to be influential, confident and motivated, so as to enthuse and motivate others.	E	A/I
	Ability to remain objective and dispassionate with a focus on evidence and sound business planning.	E	A/I
	Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions.	E	A/I
	Able to organise and prioritise the teams workloads, planning resources to meet service requirements and satisfying client needs to set standards and deadlines.	E	A/I
	Ability to handle pressure, be flexible, work on own initiative and make confident decisions	E	A/I
	Ability to observe confidentiality, demonstrate tact, professionalism and diplomacy.	E	A/I
	Commitment to self-learning, continual professional development and demonstrable ability to assimilate and transfer skills.	E	A/I
	Demonstrable Influencing and negotiation skills, excellent oral communication and ability to network and be viewed as key to the networks of others.	E	A/I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Skills and abilities	Demonstrate ability to effectively deal with challenging or conflicting situations that may arise in the delivery of managed projects.	E	A/I
	An advanced level of understanding of contractual and commercial issues.	E	A/I
	Ability to deal effectively with complaints, difficult situations and sensitive issues in a diplomatic but assertive manner. It is essential that the person can support staff when dealing with complaints and difficult situations.	E	A/I
	Ability to prepare and present reports.	E	A/I
	Ability to lead a team, effect change and support junior staff. Ability to use and interrogate relevant computer systems.	E	A/I
Specific Working Requirements	Ability and willingness to work occasional evenings and weekends.	E	A/I
	Willingness to work compressed/extended hours during crucial stages of both managed services and participatory projects.	E	A/I
Knowledge and understanding	Detailed understanding of theory and practical implementation of the range of waste collection, waste management, streets and open spaces cleansing technical disciplines	E	A/I
	Confident in the use and drafting of contracts, specifications and associated documents for the provision of direct services through SLAs and the management of subcontractors.	E	A/I
	Up to date knowledge, including practical implementation, of Health & Safety and Waste Management and Transport Law.	E	A/I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	Understands and applies robust performance management and financial management including VFM and commercial principles to ensure the most cost effective outcomes are achieved with limited resources	E	A/I
Qualifications	Educated to diploma standard or similar in waste management, business or a similar discipline or a minimum of 5 years relevant experience in a similar or related role with aptitude and willingness to work towards professional and management qualifications.	E	A/I
	High standard of literacy and numeracy.	E	A/T
	Aptitude for and able to evidence a high level of computer skills – excel, word, works scheduling and financial / reporting systems	E	A/T
	WAMITAB Level 4	E	A
	CPC Transport Management	E	A
	IOSH Managing Safely	E	A
	Full Driving Licence.	E	A
	LGV Licence	D	A
	A commitment to continued professional learning and development.	E	A/I