



JOB DESCRIPTION

Form JD1

JOB TITLE: Waste Services Supervisor		POST NUMBER: 1035EVF	
REPORTS TO (Job Title):		Waste Services Delivery Manager	
DEPARTMENT: Waste Services		GRADE: 7	
JE REF:	1374 A02751	PANEL DATE:	24/01/2017

1. MAIN PURPOSE OF JOB

You will assist the Waste Services Delivery Manager and the Head of Service, in the provision of a customer responsive service for delivering a wide range of waste management functions. This includes the collection of domestic refuse and recycling and the provision of a comprehensive waste management function.

You will assist with the line management of the domestic refuse and recycling service to ensure that services are delivered on time and within budget and to co-ordinate the activities of the team and help to meet its goals, both present and in the future.

- 2. CORE RESPONSIBILITIES, TASKS & DUTIES:**
- i. To lead by example and ensuring compliance with the Waste Services Framework Agreement by all staff in the department.
 - ii. Ensure adherence to the corporate procedures for absence management and conduct.
 - iii. Ensure that all Health & Safety policies, risk assessments and workplace instructions are delivered, understood and observed.
 - iv. To take line management responsibility for all staff in the team in order to ensure that customers receive appropriate services, in line with Waste Services Framework agreement and established service level agreements.
 - v. To ensure that priorities and timescales are managed and adhered to and that services are adequately planned and recorded, achieving optimum use of the available resources across the whole domestic collection service.
 - vi. Supervise and manage staff on a daily basis, including vehicles, checking of work, checking and authorising time sheets, attendance and punctuality.
 - vii. To assist the Waste Services Delivery Manager and Head of Service in undertaking work in relation to the future development of the service, involving staff and customers.
 - viii. Allocate resources on a daily basis as set out in the Waste Services Framework Agreement.
 - ix. Allocate WWY resources in line with minimum resource levels as set out in the Waste Services Framework Agreement.
 - x. Ensure compliance with agreed task and finish procedures as detailed in the Waste Services Framework Agreement.

	xi.	Carry out crew checks in accordance with the Waste Services Framework Agreement.
	xii.	Manage the performance of the team against established measurable standards, including local and national performance indicators and performance targets.
	xiii.	Deal with enquiries from the public and from internal and external customers regarding issues of service delivery and rectify any problems reported, ensuring feedback is given to the appropriate parties.
	xiv.	Use, maintain and update, as required, databases and/or software, relating to property, collections and/or customers. This will include using a number of applications related to waste collection activity and internal resource management.
	xv.	Ensuring that residents and customers are aware of and comply with relevant waste legislation.
	xvi.	Manage the delivery of supplies, including bins, bags, boxes and accessories, to residents and customers. This may include delivery of items.
	xvii.	Monitoring spend and income against agreed budgets and reporting variances and actions to address them.
	xviii.	Advise residents and customers on recycling and waste management ensuring that they make the most of services available to them.
	xix.	Ensuring that appropriate levels of customer care are promoted that comply with the City of York Councils behavioural standards.
	xx.	Ensure staff conduct themselves in line with the City of York Council's Behavioural Standards, Dignity at Work policy and Code of Conduct.
	xxi.	Ensure that an appropriate and efficient holiday allocation system is established and maintained.
	xxii.	Undertake relevant training and induction of staff as required.
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	No. reporting	
	Direct: 65 - Shared between 2 Waste Service Supervisors Indirect: 0	
4.	CREATIVITY & INNOVATION	
	Creativity is a feature of this job and exercised within the boundaries of recognised and available procedures. The post holder is expected to use initiative in order to resolve service related issues and customer's problems and provide appropriate solutions based on existing procedures.	
	The post holder will need to identify and action bespoke solutions to waste presentation and collection for customers while utilising existing staff and resources available.	
5.	CONTACTS & RELATIONSHIPS	
	The post holder will be in contact with staff and customers on issues where the outcome is not always straight forward.	
	Contentious issues around waste presentation and collection or when dealing with difficult, and sensitive, staff issues will require more detailed evaluation and planning and will have an impact on the service provided.	

	<p>The post holder will advise residents and internal and external customers on waste management, legislation and City of York Council policy.</p> <p>The Post holder can refer queries and challenges to the Waste Services Delivery Manager.</p>								
6.	<p>DECISIONS – discretion & consequences</p> <p>Discretion: Decisions made by the post holder are made from a wide range of choices. Advice when making these decisions is not normally available and procedures, and current policies, whilst specific in many areas, will provide only general guidelines in some situations.</p> <p>Consequences: Decisions made by the post holder will have a material impact on the internal operations of the department and the provision of the service to the public, in the short term and could lead to negative publicity and reputational damage</p>								
7.	<p>RESOURCES – financial & equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: right;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td>Standard office equipment – no responsibility for physical or financial resources.</td> <td></td> </tr> <tr> <td>Pool Car – Shared responsibility?</td> <td></td> </tr> <tr> <td>Assorted tools, boots, gloves, protective clothes</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Standard office equipment – no responsibility for physical or financial resources.		Pool Car – Shared responsibility?		Assorted tools, boots, gloves, protective clothes	
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8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands The post holder is expected to respond appropriately and manage their workload and provide a customer focused service at all times. The work is subject to interruption but does not involve any significant change to the programme.</p> <p>Physical demands The work requires normal physical effort</p> <p>Working conditions The majority of the work is office based, although there are daily visits to crews on site that will involve exposure to all weather conditions.</p> <p>Work context Work potentially involves some risk to personal safety through exposure to angry members of the public. Occasional exposure to abusive/ aggressive language or behaviour.</p>								

9.

KNOWLEDGE & SKILLS

- Good working knowledge of waste collection practices and policies, locally and nationally.
- A good practical knowledge of HR policies and procedures.
- Experience of direct line management and supervision of staff including attendance and performance management.
- Sound knowledge of customer care policies and procedures across a relevant range of services.
- Good level of social and interpersonal skills.
- Good oral and written communication skills.
- Good listening skills.
- Computer literate, competent in the use of Council computer software and associated databases.
- Good organisational ability and experience of supervising a front line service.
- Ability to work unsupervised.
- Pro-active approach to continuous service improvement.
- A basic understanding of budget monitoring and management in order to manage and deploy resources accordingly.
- Driving license.

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Position of Job in Organisation Structure

