

		<b>JOB DESCRIPTION</b>		<b>Form JD1</b>
<b>JOB TITLE:</b> Business Manager - Waste Services			<b>POST NUMBER:</b>	
<b>REPORTS TO</b> (Job Title):			Assistant Director Transport Highways and Environment	
<b>DEPARTMENT:</b> Waste Services			<b>GRADE:</b> 9	
<b>JE REF:</b>	4313		<b>PANEL DATE:</b>	14/01/2020
<b>1</b>	<b>MAIN PURPOSE OF JOB</b>			
	<p>Assist the Head of Waste Services in the provision of a customer responsive service for delivering a wide range of waste management back office functions. This includes the management of a team of Waste Management Officers and business support staff.</p> <p>To manage and monitor the performance of services and contracts relating to York's waste management service and provide future forecasts of waste arising and budgetary requirements, influencing and contributing to a long term waste strategy for York.</p> <p>Provide support and leadership to all staff within the department in order to enthuse, motivate and maintain a highly efficient team.</p>			
<b>2</b>	<b>CORE RESPONSIBILITIES, TASKS &amp; DUTIES:</b>			
	i	Direct, supervise and lead a team of Waste Management Officers and support staff to deliver all back office functions supporting the running of front line domestic waste and recycling services and commercial waste operations.		
	ii	Day to day management of various waste services contracts including monitoring standards of service delivery and performance. Meet with contractors to discuss and resolve service-related issues.		
	iii.	Co-ordinate the staff and activities under your control, giving advice and support. Set programme targets for individuals to meet and monitor results.		
	iv	Manage the development, design and implementation of a range of waste services communication campaigns and consultation events with local and regional stakeholders e.g. customers, residents focus groups / associations and external media.		
	v.	Help to co-ordinate and manage health and safety activity within waste services in line with current legislation to ensure the safe delivery and operation of works. Ensure all operations and activities are carried out to agreed safe working methods.		
	vi.	Be responsible for the performance management of the team to ensure service objectives and value for money are achieved within the department. Constantly strive to increase performance through innovation and new methods of delivery.		
	vii.	Liaise with all members of waste and training providers to develop training plans and records for all members of staff allowing them to reach their full potential and provide our customers and clients with a responsive, customer-focused and professional service.		



	<p>Assess and evaluate working methods in order to create and maintain a healthy and safe work environment for site-based staff. Monitor working methods and source new and innovative equipment to aid with manual handling resulting in improved performance, reduced accidents and reduced sickness.</p> <p>The delivery of some services will be unique to particular areas of York where no clear precedents on which to base solutions exist and which require original thought and application of specialist knowledge.</p> <p>Constantly take a flexible and innovative approach to addressing recruitment and retention issues with a view to maintaining adequate resources to meet workload demands.</p>
<p><b>5</b></p>	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <p>Regular daily contact with Waste services operations manager and Head of Service to evaluate performance of waste service and influence service decisions.</p> <p>Establish and maintain good internal and external relationships with other sections and departments to ensure joined up service and identify improvements.</p> <p>Provide leadership to motivate and develop team.</p> <p>Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained. Contacts can be challenging but on normal day to day issues. Tact, diplomacy and advocacy skills are essential.</p>
<p><b>6</b></p>	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p>Make decisions based upon waste management experience and knowledge to enable the works to be delivered on time and within budget. The ability to understand the outcome of such decisions and the impact on other aspects of work is essential to successful outcomes.</p> <p>Routinely deals with contentious issues which can lead to negative public and city wide disruption to the waste collections if not dealt with efficiently and effectively.</p> <p>Able to work with minimal supervision, have the ability to be self-motivated and prioritise workloads.</p> <p>Recruitment and retention of staff and allocating back office work to internal CYC and agency staff.</p> <p>The post holder will be expected to take decisions affecting their team and welfare issues.</p>

7	<p><b>RESOURCES – financial &amp; equipment</b></p> <p>(Not budget, and not including desktop equipment)</p> <table border="0"> <thead> <tr> <th data-bbox="284 208 1066 241"><u>Description</u></th> <th data-bbox="1074 208 1396 241"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="284 282 1066 349">Normal office equipment PPE</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Normal office equipment PPE	
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8	<p><b>WORK ENVIRONMENT</b></p> <p><b>Work demands:</b></p> <p>Able to work with minimal supervision, be self-motivated and prioritise workloads.</p> <p>Changes to plans may be required to meet challenges as they arise in order to ensure service provision. Changes are also required to meet political demands placed on the service.</p> <p>Some need to be flexible in order to meet the demands of the service, some evening, weekend and bank holiday working may be required.</p> <p>Respond to enquiries from colleagues and the public within specified deadlines.</p> <p><b>Physical demands:</b></p> <p>Normal office physical demands with significant keyboard activity.</p> <p><b>Work conditions:</b></p> <p>Mainly office based, but requires some visits to sites.</p> <p>Site work, when required, involving activities such as crew and site visits. This work is not weather dependent and could be undertaken in adverse conditions.</p> <p><b>Work context:</b></p> <p>The work of the team is carried out very much in the public eye. Therefore outputs for the team are constantly under scrutiny from the general public, elected members and the media. This creates great pressure to avoid mistakes being made.</p> <p>The post holder will be exposed to the potential for moderate risk of harm especially when dealing with members of the public away from the office environment.</p>				
9	<p><b>KNOWLEDGE AND SKILLS</b></p> <p>The post holder will hold a recognised waste management or management qualification and/or significant relevant experience of working in a front line service delivery environment.</p> <p>Experience of the use and implementation of route optimisation systems.</p>				

Experience in working in a Local Government environment at a level where regular contact with the public has been required.

A proven ability to act as both a leader and a manager while being an integrated member of the team.

The ability to provide leadership to motivate and develop staff under your control.

Recognise change as an ongoing process that encourages the team to continually strive for increased performance and value for money and experience of managing that change.

Demonstrate evidence of managing resources within budget and delivering expected outcomes.

Experience in computer applications such as Microsoft Outlook, Word, Access, and Excel.

Tact, diplomacy and advocacy skills are essential.

The post holder will be expected to have:

- Comprehensive understanding of relevant Health and Safety legislation and working practices
- Good working knowledge of waste collection practices and policies, both 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 personal and service improvement
- A basic understanding of budget monitoring and management in order to manage and deploy resources accordingly
- Knowledge of relevant Codes of Practice

The post holder will be expected to have training in the following:

- IOSH or equivalent Health and Safety training
- Handling confrontation in the work place
- Safety Method Statements and Risk Assessment training
- Landfill and MRF site awareness

**10 Position of Job in Organisation Structure**

