

Job Description and Person Specification

Post Title: Neighbourhood Services Team Leader

Reports to: Waste Operations Manager

Scale: 5

Politically Restricted: No

Overall Purpose

1. To remove unwanted waste and to keep the district clean.
2. To provide a clean and sustainable environment in which to live and work.
3. To provide fleet vehicles that are fit for purpose and take account of climate change issues in procuring this.
4. To respond to customer needs in an effective and timely manner by providing a quality resolution.
5. To be responsible for the performance and development of the following functions:
 - a. Refuse and Recycling service
 - b. To provide cover supervisory support for other operational teams as required.

Key Roles, Tasks and Responsibilities

1. To supervise the day-to-day operation of the Refuse and Recycling service that includes garden waste collection service and other ancillary collection rounds that form part of the service. This also includes any additional services that may be taken on such as food waste collections.
2. To ensure that daily vehicle inspections and required compliance documentation is completed by all drivers, actioned appropriately and any issues brought to the attention of the Transport Services Manager.
3. To organise up to 50 members staff and resources to provide for holidays and sickness in order to maintain adequate levels of service as required.
4. To be aware of the Council's obligations in relation to the Operator's licence and collaborate effectively with the Transport team to ensure all O licence undertakings are met.
5. To lead on recruitment, selection, appointment and induction of all refuse and recycling operational staff, seeking guidance when needed from Human Resources.
6. Provide day to day management of operational staff, including personal development appraisals, disciplinary, capability and absence matters as appropriate.

7. To organise and maintain efficient and effective Refuse & Recycling function and ensure adequate resources are available at all times. To work with casual staff and agency providers to ensure adequate cover at all times.
8. To monitor and work within all budgets relevant to the post. To provide decision information to the Waste Operations Manager as required in relation to round capacity. To continually review round capacity and implement adjustments as necessary in consultation with the Waste Operations Manager.
9. To maintain all statutory and Council records required, e.g. holidays, sickness absence, issues of protective clothing using IT systems where applicable.
10. Ensure all training is provided for the safe operation and use of vehicles, plant and equipment and that at all times the Council's Health and Safety Policy is observed.
11. To continuously seek ways of improving efficiency of the section and implementing changes as applicable.
12. To complete and check time sheets and other documentation for accuracy and authorise as required.
13. To provide cover for other team members and to deputise for the Waste Operations Manager on such matters as may be appropriate.
14. To assist in the review and development of the relevant Council Strategies, including service provision.
15. Ensure the Council is disposing of all waste collected in a proper manner and in accordance with its 'duty of care' and relevant policy.
16. To attend meetings, where appropriate, on behalf of the Waste Operations Manager, representing the Council and reporting back on relevant issues as appropriate.
17. To undergo designated training sessions as necessary, both corporately and job-specific, which may be out of normal working hours and/or at other establishments as may be required.
18. To be responsible for correct use and training of your teams for all RnR related systems including on board camera technology, telematics and in cab IT round collection technology and by undertaking training to staff within your team as required. To ensure that all systems are used in accordance with local and Council wide policies and procedures.
19. To ensure the rota for working Good Friday and bank holiday Mondays is in place, with one Team leader on the rota. Including the correct recording of the enhanced payment and/or leave arrangements. Are responsible for administering the Co-ordinating the Christmas collection arrangements annually, usually by the preceding June.
20. To drive HGV vehicles as and when required.

Post Characteristics

Allowances: n/a

On call/emergency situations: n/a

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To be responsible for the effective implementation of the Council's Health and Safety Policy and procedures within their services and report any corporate or significant issues to the Health and Safety Advisor.
3. Further Health & Safety information related to this post will form part of your Contract of Employment.
4. To ensure that robust, effective safe working arrangements and procedures, including lone worker, are documented and in place and adhered to by staff at all times.
5. To ensure health and safety matters are considered when changing work practices, introducing new equipment etc. and that risk assessments are undertaken, reviewed and updated as appropriate.
6. To carry out risk assessments, in consultation with appropriate parties, and record their finding in accordance with the Council's Policy and procedure. Risks must be eliminated or reduced and managed if elimination is not possible. To review the risk assessments at least annually or at other more appropriate intervals.
7. Ensure all substances hazardous to health are assessed under COSHH Regulations and recorded.
8. To issue Personal Protective Equipment as appropriate. Maintain and monitor its compliant use and appropriateness.
9. To ensure accidents, incidents, dangerous occurrences and near misses involving persons (Council employees or otherwise) on Council property are properly recorded, investigated and reported.
10. To identify and report health and safety training needs of employees.
11. To ensure the emergency roll call lists for the department are up to date and reflect current personnel. To ensure an appointed person and deputy is available to undertake the roll call in the case of an emergency evacuation. To be responsible for the provision of safe evacuation procedures for any of your staff or visitors who may require special assistance in the event of an emergency.
12. This job description may be reviewed and amended, in consultation with the postholder, in the light of any organisational developments within the Authority.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Specific duties and responsibilities

1. To ensure the depot office is staffed start of day and completion of all waste collections (typically between 0615 and 1600 daily).
2. To resolve service requests by supporting Customer Services and the Waste admin team. This will occasionally involve dealing with customers on the phone, email, and face to face.
3. To spend at least one full day each month out with crews, in order to keep up to date with operational practices in the field.
4. Complete designated employees return to work documents after any short term or long-term sickness absence and keep staff management systems up to date.
5. Spend regular time on site with work force, dealing with customer complaints as they arise.
6. Operational safety monitoring to be completed in accordance with local procedures and as specified by the Waste ops manager.
7. Deal with all customer telephone enquiries promptly and efficiently, liaising with all other depot office staff to ensure all telephones are covered during opening hours.
8. To collaborate and support other Team Leaders/Supervisors and Managers to discuss work priorities and discuss and agree office cover at all times.
9. Proactively work with the Transport Services Manager and Workshop Supervisor to ensure vehicle availability for service and repair requirements whilst achieving operational targets. Ensure vehicles are presented in the appropriate condition for service and repair, to monitor driver maintenance responsibilities, and provide any coaching as necessary.
10. Ensure all service requests such as missed bin instruction are carried out in line with the service standards relating to the Refuse and Recycling Service.
11. To be responsible for shared site security as required. E.g. Diesel pump and out buildings to be secured prior to leaving by the Team Leader at the end of each working day.
12. All operatives to be in and accounted for prior to last Team Leader leaving work.
13. Attend Health and Safety and operational meetings with depot safety representatives.
14. All staff overtime to be shared equally and discussed as a group prior to claims.
15. To cover for operational staff as and when required. E.g. driving, loading or delivering
16. Hold regular team meetings at least monthly with operational staff.

Person Specification

Knowledge

Essential:

Knowledge of delivering a refuse and recycling service (3, 4*).

Technical Waste Management knowledge, including current developments (3, 4*).

Knowledge of Waste and Environmental legislation including regulations pertaining to operating a vehicle fleet and health and safety in managing waste collections (3, 4*).

Knowledge of Performance Indicators and performance management (3, 4*).

Experience

Essential:

Experience in a similar role (3, 4*).

Experience of day-to-day management of operational staff (3, 4*).

Skills/Abilities

Essential:

Excellent communication skills (4*).

Flexible approach (3, 4*).

Ability to work on own initiative (3, 4*).

Good ICT skills and the ability to use all Microsoft Office packages and any specialist systems used by Neighbourhood Services (3, 4*).

Coaching Skills (3, 4*).

Ability to motivate staff (3, 4*).

Desirable:

Ability to write reports (3, 4*)

Qualifications/Training

Essential:

Driving licence (3, 5*).

Desirable:

Class 2 HGV licence (3, 5*).

Team Leader qualification or relevant experience (3, 5*).

Other

Essential:

Willing to able to work flexible hours and in excess of contracted hours when necessary, including some unsociable hours (4*).

Able to travel efficiently around the district in pursuit of duties (4*).

Customer service focussed (4*).

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Waste Operations Manager

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