

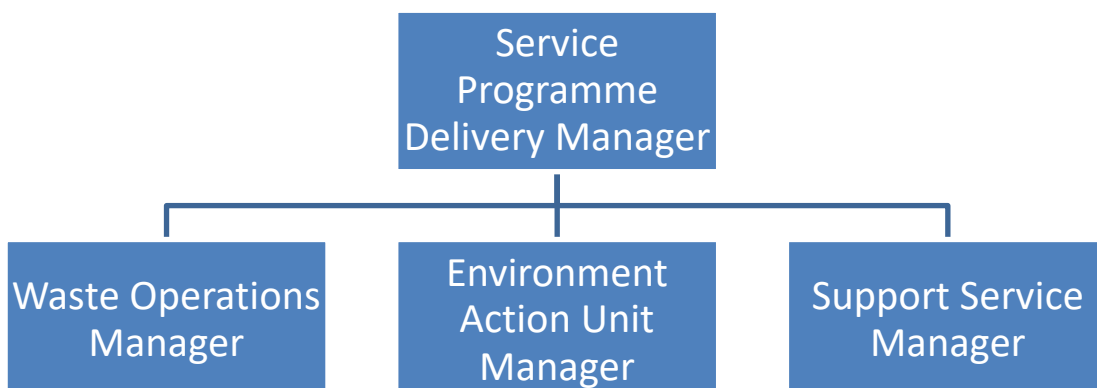
# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE</b>	:	<b>ENVIRONMENTAL MANAGEMENT</b>
<b>SECTION</b>	:	Operations
<b>LOCATION</b>	:	Green Lane, Heywood
<b>JOB TITLE</b>	:	<b>WASTE OPERATIONS MANAGER</b>
<b>POST NUMBER</b>	:	130992
<b>Grade</b>	:	<b>G8</b>
<b>Accountable to</b>	:	Service Programme Delivery Manager
<b>Accountable for</b>	:	All Waste Staff G7 and below
<b>Hours of Duty</b>	:	37 hours per week in accordance with the provision of the Authority's Scheme of Flexible working and operational requirements of the Team.
<b>Any Special Conditions of Service</b>		The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R M B C.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

You will be responsible for the day to day running of a range of Waste Services operations within the service, managing Supervisors, Drivers and operational staff and liaising with customers to ensure that the required standards of safety, satisfaction and service quality are achieved.

### **Control of Resources**

#### **Personnel**

The post holder will be responsible for the direction, management and control of employees employed within the relevant services

#### **Financial**

To assist in the monitoring of budgets as identified by your line Manager

#### **Equipment/Materials**

To be responsible for the efficient and effective use of equipment and materials used by the post holder and his/her team. To specify, monitor and manage vehicle requirements to ensure the Waste section is fit for purpose in delivering an efficient and effective service.

#### **Health/Safety/Welfare**

Responsibility for the Health, Safety and Welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

To adhere to all safe systems of work and risk assessments and to use equipment/ clothing (PPE) as instructed to do so, in accordance with the relevant safe systems of work, risk assessments or manufacturers guidelines. To be responsible for their individual health and safety, that of colleagues and the general public through their actions and/or omissions.

### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

### **Relationships (Internal and External)**

Internal	Executive Directors
	Service Director
	SMT and other managers
	Elected Members
	Trade Union representatives
External	Chief Executives and Senior Officers of Partner Agencies
	Representatives of voluntary and community groups
	Members of the public
	Media representatives
	Hire Companies
	GMCA, Recycle 4 GM

## **Values and Behaviours**

Approach the job at all times using the values set out below:

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these value and behaviours at all times.

## **Principal Duties**

- To manage day to day the waste supervisors and ensure a high quality and efficient waste and recycling collection service is delivered to residents.
- To ensure that all health, safety and welfare requirements and responsibilities within the post holder's area are met and to contribute to the management and supervision of health, safety and welfare across EM.
- To actively monitor, investigate and ensure compliance with legal requirements and council policies in health and safety, staff sickness absence, capability, discipline and other HR issues.
- To monitor service provision and quality as required and ensure that all relevant policies are implemented and adhered to.
- To deal with customer complaints including those from elected Members in a professional manner and in line with the requirements of the service.
- To monitor and report monthly on expenditure and income against anticipated costs and highlight and address any anomalies
- To direct and supervise personnel to maximise performance and achieve planned objectives by setting work plans and targets, conducting appraisals and dealing with the preliminary and intermediate stages of performance management.
- To review, revise and innovate as necessary standard operating procedures to ensure they deliver the safest, most efficient and effective way of achieving the desired outcomes.
- To manage the stock, supply and delivery of bins to properties.
- To work with the Environmental Action Unit team and any other relevant teams to ensure we achieve recycling targets.
- To ensure that Service Level Agreements; contracts and financial targets are met and that the necessary resources are available to do this.
- To ensure all reporting staff are properly supported, motivated, trained and equipped to fulfil the roles and responsibilities required of them.
- To contribute to the implementation, development, monitoring and operation of performance management and report on performance, as required.
- To attend and represent the Service on such internal and external bodies and partnerships as may be necessary and relevant to the post-holder's remit.
- To contribute to the business planning process and to produce, monitor and report on such operational plans as are necessary to achieve the relevant objectives in the plan.

- To ensure that all tasks, customer enquiries, and applications within the post holder's remit are completed and resolved in line with the appropriate policies and procedures and timescales and to report on the same, as required.

### **Secondary Duties**

- To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder.

Job Description prepared by \_\_\_\_\_ Date \_\_\_\_\_

Agreed by Postholder \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Service Director \_\_\_\_\_ Date \_\_\_\_\_

**Rochdale Metropolitan Borough Council  
Person Specification**

<b>Service :</b>	<b>Environmental Management</b>	<b>Post:</b>	<b>Waste Services Manager</b>
<b>Section :</b>	<b>Operations</b>	<b>Post Number :</b>	130992
<b>Job Ref:</b>		<b>Grade:</b>	8

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>Filter Questions</b>		
<b>(a) Special Working Conditions</b>		
1 May include occasional weekend and Bank Holiday working	<b>Essential</b>	<b>AF/I</b>
2 Attendance at evening meetings outside core hours	<b>Essential</b>	<b>AF/I</b>
3 Are you able to attend work at Green Lane depot from 6.30am at least once a week	<b>Essential</b>	<b>AF/I</b>
<b>(b) Qualifications and Experience</b>		
1 Are you educated to a high standard preferable A level or hold an equivalent and relevant professional qualification.	<b>Essential</b>	<b>AF/I</b>
2 Tell us about your experience of managing operational staff and supervisors and working with other teams.	<b>Essential</b>	<b>AF/I</b>
3 Please demonstrate experience and a working knowledge, understanding and application of Health & Safety in an operational environment and a strong commitment to building a compliant and open culture within the team.	<b>Essential</b>	<b>AF/I</b>
4 Tell us about your ability to deliver training and briefing sessions	<b>Essential</b>	<b>AF/I/A</b>
5 Do you possess good organisational skills and proficient in the use of ICT, including Microsoft systems. Please give examples	<b>Essential</b>	<b>AF/I</b>
6 Tell us about your experience of disciplinary case handling, investigation and report writing	<b>Essential</b>	<b>AF/I</b>
7 Tell us about your experience of sickness absence case handling, referrals ,adjustments and report writing	<b>Essential</b>	<b>AF/I</b>
<b>(c) Skills and Knowledge</b>		
1 Demonstrate leadership qualities and responsibility. Ability to delegate tasks to Supervisors and operational teams fairly and monitor progress.	<b>Essential</b>	<b>AF/I</b>
2 Tell us about your ability to manage resources to maximise productivity and a sound understanding of costs and financial processes with the ability to manage budgets to achieve financial targets.	<b>Essential</b>	<b>AF/I</b>
3 Give examples of your proven record in the ability to identify, plan and prioritise projects and tasks to ensure deadlines are achieved and report on outcomes. To contribute to wider projects across EM including business planning.	<b>Essential</b>	<b>AF/I</b>

5	Tell us about your ability to collect, research and interpret information and data to determine realistic productivity and performance targets and identify opportunities for improvement. To present this information both verbally and in written form.	<b>Essential</b>	<b>AF//A</b>
6	Tell us about your confident and professional manner and be well organised with good time management skills. Works to personally set deadlines with minimal supervision. Good ability to prioritise own work and maintain a focus on agreed targets.	<b>Essential</b>	<b>AF/I</b>
7	Please give examples of your Customer focused with excellent relationship management skills and a drive to ensure compliance across the service.	<b>Essential</b>	<b>AF/I</b>
8	Do you hold a Full UK Driving licence	<b>Essential</b>	<b>AF</b>
<b>(d) Behaviours and Values</b>			
1	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Proud</li> <li><input type="checkbox"/> Passionate</li> <li><input type="checkbox"/> Pioneering and Open</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	<b>E</b>	<b>AF/I</b>