

Job Description & Person Specification

Post Title:	Neighbourhood Services Supervisor (District Cleansing)
Service Area:	District Cleansing
Reports to:	Waste Operations Manager
Scale:	5

Overall Purpose

- To remove unwanted waste and to keep the district clean.
- To provide a clean and sustainable environment in which to live and work
- To provide fleet vehicles that are fit for purpose and take account of climate change issues in procuring this.
- To respond to customer needs in an effective and timely manner by providing a quality resolution.

Overall Purpose of Job

To work as part of a team assisting in the development, implementation and delivery of Neighbourhood & Asset Group Services.

- To be responsible for the performance and development of the following functions:-
District Cleansing
- To provide covering supervisory support for Refuse and Recycling Team and other operational teams from time to time as required.

Key Roles, Tasks and Responsibilities	
1.	To supervise the day to day operation of District Cleansing functions.
2.	To ensure that daily vehicle inspections and required compliance documentation is completed by all drivers, actioned appropriately and any issues are brought to the attention of the Transport Services Manager.
3.	To organise 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 Operators 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 District Cleansing operational staff, seeking guidance when needed from Human Resources.
6.	Provide day to day management of operational staff, including personal development appraisals and any disciplinary/capability matters, as appropriate.
7.	To organise and maintain efficient and effective district cleansing function and ensure adequate resources are available at all times, working with agency providers as needed.
8.	To monitor and work within all budgets relevant to the post.
9.	To provide decision information to the Waste Operations Manager as required in relation to capacity. To continually review capacity and recommend adjustments as necessary to the Waste Operations Manager
10.	To maintain all statutory and Council records as may be required, eg holidays, sickness absence, issues of protective clothing, using IT systems where applicable.
11.	Ensure 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.

12.	To continuously seek ways of improving efficiency of the section and implement changes as applicable.
13.	To check time sheets and other documentation for accuracy and authorise as required.
14.	To provide cover for other team members and to deputise for the Waste Operations Manager on such matters as may be appropriate.
15.	To assist in the review and development of the relevant Council Strategies, including service provision.
16.	Ensure the Council is disposing of all waste collected in a proper manner and in accordance with its 'duty of care' and relevant policy.
17.	To attend meetings, where appropriate, on behalf of the Waste Operations Manager, representing the Council and reporting back on relevant issues as appropriate.
18.	To contribute towards increasing business and income for the service.
19.	Attendance at evening Council Meetings/Committees may be required.
20.	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.
21.	To contribute and work towards the on-going policies on Community Development, Best Value, Environmental Issues, Crime and Disorder and Equal Opportunities.
22.	To ensure all systems including on board camera technology, telematics and the possible use of in-cab technology is used to maximum effect, by keeping up to date with the latest training and development of the technology. To ensure staff within your team are trained as required to ensure the system is being used to its fullest potential by all team members. To ensure that all systems are used in accordance with local and Council wide policies and procedures.
23.	To carry out any such duties relevant to the pay scale as may be required by the Waste Operations Manager and/or Group Manager.

	Health and Safety Responsibilities
	Health and Safety responsibility is inherent in the managerial role and the responsibilities for health and safety are no different from the requirements of other management activities:
1.	To be familiar with and at all times comply with: <ul style="list-style-type: none"> • the Council's general health and safety policy, • the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and • local department specific health and safety 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 Director of Operations as the lead officer on Corporate HSW
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.

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

	Specific Duties & Responsibilities
1.	To ensure the depot office is staffed start of day and completion of all waste collections (typically between 0630 and 1600).
2.	To spend at least one full day each month out with crews, in order to assess/address any issues on all work rounds.
3.	Complete designated employees return to work documents after any short term or long term sickness absence, record holiday requests and complete any filing (iTrent).
4.	Spend regular time out on site, with work force and solving customer complaints as they arise.
5.	Operational safety monitoring to be completed on a monthly basis.
6.	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.
7.	To collaborate and support other supervisors to discuss work priorities and discuss and agree office cover at all times
8.	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 requested condition for service and repair and to monitor driver maintenance responsibilities, also dealing with any shortcomings
9.	To ensure round records and details are kept update on in-house systems.
10.	Ensure all service requests are carried out in line with the service standards relating to the District Cleansing Service.
11.	To be responsible for shared site security as required. Diesel pump and outbuildings to be secured prior to leaving by a supervisor at the end of each working day.
12.	All operatives to be in and accounted for prior to team leader finishing unless agreed with

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	Line Manager.
13.	Attend Health and Safety meeting on a rota basis.
14.	All overtime to be shared equally and discussed as a group prior to claims.
15.	Hold fortnightly team meetings with staff.

Job Description Details	
Reviewed by:	Ashley Hatfield, Waste Operations Manager
Latest Version Date:	March 2023
Evaluation:	A1619

PERSON SPECIFICATION

Job Title Environmental Maintenance Supervisor (Cleansing)
 Service Waste Operations
 Group Neighbourhood & Assets

Criteria	Essential (E)/ Desirable (D)	Method of Assessment (see overleaf)
<u>Knowledge</u>		
Knowledge of delivering a cleansing or environmental maintenance service	E	3, 4
Knowledge of Waste and Environmental legislation including regulations pertaining to operating a vehicle fleet and health and safety in managing waste	E	3,4
Knowledge of Performance Indicators and performance management	D	3, 4
<u>Skills/Abilities</u>		
Excellent communication skills	E	4
Flexible approach	E	3, 4
Ability to work on own initiative	E	3, 4
Good ICT skills and the ability to use all Microsoft Office packages and any specialist systems used by Neighbourhood Services	E	3,4
Ability to write reports	D	3,4
Coaching Skills	D	3,4
Ability to motivate staff	E	3,4

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<u>Experience</u>		
Experience in a similar role	E	3, 4
Experience of day to day management of operational staff	E	3, 4
<u>Qualifications/Training</u>		
Driving licence	E	3, 5
Class 2 HGV licence	D	3, 5
Team Leader qualification or relevant experience	D	3, 5
<u>Other</u>		
Willing to able to work flexible hours and in excess of contracted hours when necessary, including some unsociable hours	E	4
Able to travel efficiently around the district in pursuit of duties	E	4

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