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**Post Title:** SECTION SUPERVISOR (WASTE SERVICES)

**Post Hours:** 37 per week

**Grade:** Scale 5

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**Responsible to:** Operations Manager

**Responsible for:** Shared responsibility at any one time for up to 60 Front Line Employees which will include:

- Waste collection Employees
- Street Cleansing Employees

**Main contact associated with principal duties:**

- Officers of the Council
  - Council Members
  - Members of the Public
  - Officers of other Local Authorities
  - Cleaning and Cleansing Contractors
  - Government Departments
  - Private Sector Environmental Groups
  - Environment Agency
  - Police
  - Internal - Operational, Technical and Administrative Employees.
  - Sub-contractors
  - Suppliers
  - Waste Disposal Authority
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**Job Purpose:**

To provide comprehensive support to Senior Officers as a Frontline supervisor co-ordinating the day to day running of Waste Services. To work in a professional and conscientious manner providing an efficient and cost-effective service to the standard determined by specification and contractual requirements. To assist senior officers with the day-to-day monitoring, training, and supervision of the waste services manual workforce

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**Control of Resources:**

- Mobile telephone
  - Digital camera
  - Use of pooled vehicles
  - Shared responsibility as a key holder for the Depot
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## **Main duties and responsibilities:**

1. To work with senior officers planning, prioritising, and programming daily activities including the allocation of works within the following services: -
  - A domestic waste collection service including bulky household waste, clinical waste, and animal carcasses. To provide quotes for the removal of bulky/DIY jobs based on pre-inspection and to receive payment onsite, issue a receipt and bring the card back indicating paid (on some occasions).
  - The provision of a commercial and industrial waste collection service including the sign up of new customers.
  - The provision of a service to collect and process recycled waste.
  - A street cleansing service including cleansing of car parks, soft areas, playgrounds, cleansing for special events and emergencies, e.g., road traffic accidents, flooding, and the removal of fly-tipped waste.
  - To implement actions to organise and control on a day-to-day basis sub-contractors and suppliers.
2. To the implementation of Service Area and Group policies and practices.
3. To ensure Waste Services provide expected Customer Care standards.
4. To ensure that the work undertaken by the Waste Services is randomly checked and recorded to meet expected service Quality standards.
5. To ensure you, Waste Services and Landscape Maintenance staff remain compliant with any relevant health and safety legislation, regulations, and safe working practices in place.
6. To ensure that the Council's Equal Opportunities Policy and equality related policies, such as recruitment and selection, are implemented. To be aware of responsibilities under the Local Government Equality Standard and the service area Equality Action Plan.
7. To liaise with Senior officers regarding service provision and initiate remedial action to ensure the demands upon the service are met in accordance with the schedule of works and Specification.
8. To lead in the recruitment, induction, and engagement of employees.
9. To act as an exemplar and proactively lead staff using the Council's Discipline, Capability, Attendance and Grievance Procedure and Codes of Practice.
10. To implement and comply with the Council's Equal Opportunities policies and Codes of Practice.
11. To work with senior officers to review working practices to ensure and promote efficient cost-effective methods of working including resources (labour, plant, and materials) and ensuring compliance with the Contract Programmes.
12. To be willing to undertake Emergency Programmed Works and other special areas of activity undertaken by the Waste Management Group.
13. To identify and advise senior officers in relation to training requirements and the development of individuals within the Waste Management Group and to ensure all reporting staff are properly inducted, trained, motivated, and supported.
14. To ensure the regular and timely completion of work sheets and sickness return forms etc., necessary for the control of evaluation and expenditure systems.
15. To lead on service delivery, ensuring customer complaints and requests are dealt with in a courteous, professional, and timely manner in line with the timelines set out within the Council's complaints procedure.
16. To assist in organising exhibitions and attend, where appropriate with Senior Officers.

17. To maintain comprehensive records and create statistical data.
18. To carry out timely investigations into Road Traffic Accidents and Health and Safety related incidents and submit completed reports to Senior Officers within the guidelines laid out in relevant legislation and service protocols.
19. To attend internal and external meetings as and when required e.g., Lancashire Waste Partnership.
20. Assist Senior Officers in ensuring the operational fleet is serviced, inspected, and maintained to the appropriate legal level and ensure that all waste management activities carried out within Fleet St Depot are in accordance with the site licence requirements, reporting any abnormalities immediately.
21. Work with Technical Officers by carrying out the assessment of customer requests for assisted collection and additional bin requests which includes bin analysis.
22. To work collaboratively across Operational Services to improve health and safety awareness and understanding amongst all frontline staff, sharing health and safety best practice through various means of communication.
23. To support delivery of the Council's response to emergencies and be available out of hours to respond to multi agency or internal requests for support.
24. To undertake any necessary training as required and such other duties as may be required commensurate with the grading of the post.

Selection Criteria	Essential Or Desirable	Assessment Method
<b>Qualifications</b>		
1. IOSH Managing Safely Certificate or equivalent – (or to be achieved within 12 months of appointment).	Essential	Application Interview Certification
2. A current full Driving Licence.	Essential	Application Interview Certification
3. CAT C Driving Licence.	Desirable	Application Certification
<b>Knowledge, skills, abilities and experience</b>		
4. Good experience of Waste collection, Management, or the Street cleansing industry	Essential	Application Interview
5. Experience of effectively and appropriately supervising and motivating staff	Essential	Application Interview
6. A high level of written communication skills with the ability to prepare clear and concise reports.	Essential	Application Interview Test
7. Ability to effectively and appropriately communicate verbally with a diverse range of people in sometimes difficult situations.	Essential	Application Interview
8. Computer literacy, e.g., email and the use of Microsoft programmes such as word and excel and sufficient numeracy skills to undertake calculations e.g., timesheets.	Essential	Application Interview Test
9. Awareness of equality and diversity needs of our residents and colleagues.	Essential	Application Interview
10. Good knowledge of the Health and Safety at Work Act 1974 and the Health and Safety at Work Regulations 1999 and the management of their application.	Essential	Application Interview Test
11. The ability to prioritise and organise day to day work activities to meet deadlines.	Essential	Application Interview
12. Ability to be flexible to meet the needs of the service and undertake standby duties and be a key holder for the depot in accordance with the workload or agreed rotas.	Essential	Application Interview
<b>Special Requirements</b>		
1. As the post involves driving a council vehicle, the post will also be subject to a satisfactory pre-employment driver assessment and annual assessment thereafter.		

2. This post is subject to pre-employment and probationary drug and alcohol testing. It will then be part of the ongoing random testing regime for safety critical posts.
3. You will be based at Fleet Street Depot, Nelson but will be expected to report to and work from any of the authorities' other depots and sites upon request (without receiving any re-location or travelling expenses).

Date: December 2023