

JOB DESCRIPTION



POST TITLE:	Refuse Supervisor
POST NUMBER:	SS12
GRADE:	G
RESPONSIBLE TO:	Operations Manager (Refuse)
RESPONSIBLE FOR:	Refuse vehicle drivers and operatives
LIAISON WITH:	Waste and Recycling Team Members, Street Scene Officers, members of the public, Contractors, other Officers and Departments of the Council

KEY CORPORATE ACCOUNTABILITIES:

1. To act as Supervisor of the Refuse Service and the liaison link between operational and managerial staff.
2. To promote and maintain a high level of Health & Safety.

KEY SERVICE ACCOUNTABILITIES:

1. The supervision and development of staff on a daily basis to achieve high performance and deliver a customer focused approach.
2. To organise the staff rota ensuring sufficient operational levels are maintained.
3. To recruit, manage, develop and review team members performance to ensure the delivery of an effective service
4. To ensure that daily vehicle checks are carried out and the appropriate actions taken and deal with any urgent plant or vehicle issues to ensure safety of the crews and general public
5. To organise and supervise any casual and agency staff where necessary.
6. To supervise the dispatch of crew and vehicles on a daily basis.
7. To drive both LGV and 7.5 tonne collection vehicles as required.
8. To deal appropriately with any missed collections and adhoc requests.
9. To supervise the return of vehicles to the depot and delivery/receipt of vehicles for service/ inspection/repair to and from the contractor.
10. To ensure induction training for all new operational staff and raise ongoing training issues with the Manager.
11. Assist with the assessment of rounds for both risks and efficiency and produce clear instructions for the drivers and collectors, including any written drivers notes.

12. To carry out regular inspections of work and operations to ensure compliance with Health & Safety requirements and safe working practices.
13. To assist with service improvement projects with agreed outcomes and resources.
14. To undertake the appraisal of staff and carry out return to work interviews as required.
15. To assist in dealing with enquiries from the general public within agreed timescales.
16. To work with the Street Scene Services Management Team to ensure the smooth and efficient functioning of the service and to provide cover in the team when required.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

RISK MANAGEMENT:

The Council has a Risk Management Strategy and it is the responsibility of Heads of Service/Senior Managers to comply with the contents, including leading the risk management process within their service; identifying and managing significant operational risks.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Refuse Supervisor

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none">• Demonstrable experience in waste management• An in depth knowledge of the Environmental Protection Act 1990• Good standard of literacy and numeracy• Hold a HGV Licence• Health & Safety Certificate• Demonstrable experience of managing a team• Knowledge of health & safety legislation and risk assessments	<ul style="list-style-type: none">• Current First Aid Certificate• NVQ 3 Supervisory or management qualification
Knowledge and Expertise:	<ul style="list-style-type: none">• Competent in the use of MS Office• General knowledge of Mid Devon District• Knowledge of waste and recycling industry• Supervisory experience in an operational context	
Skills:	<ul style="list-style-type: none">• Able to manage and motivate a team• Good organisational skills• Ability to plan and prioritise workload• Able to communicate information concisely, orally and in writing using plain English to convey clear messages to a wide range of people/organisations	
Personal Attributes:	<ul style="list-style-type: none">• Comfortable to take responsibility• Able to organise own and others workload• Capable of working on own initiative• Committed to Customer Service• Open to change• Committed to equality of opportunity and understanding of diversity issues	
Special Requirements:	<ul style="list-style-type: none">• Flexible and adaptable to undertake variety of tasks	