

JOB DESCRIPTION

POST TITLE:	Deputy Waste Manager - PILOT
POST NUMBER:	SS44
GRADE:	Level H (9)
RESPONSIBLE TO:	Waste and Transport Manager
RESPONSIBLE FOR:	Waste Supervisors
LIAISON WITH:	Elected Members and officers of the Council, members of local, regional and national Government bodies and agencies, enforcement agencies and emergency responders, local and national businesses, the third sector, service users and members of the public.

KEY CORPORATE ACCOUNTABILITIES:

1. Responsible for the delivery of agreed objectives and services associated with the Corporate Plan. To assist in the management of the daily operations of domestic refuse, recycling, trade waste, including the effective line management of staff. Responsible for ensuring the effective delivery of strategies and plans to meet the required government, corporate and departmental objectives.
2. To comply with Council Financial procedures, Standing Orders and it's Delegation Rules.
3. Ensure statutory responsibilities for which they are responsible are carried out in accordance with current Legislation, Government Policy, Executive Agency procedures, frameworks and guidance, codes of practice and align with the Council's Corporate Plan, Business Plans and Service Plans. This includes, but not limited to health and safety, Operator's Licence, Environment Agency permits.
4. Actively participate in both corporate and post specific learning and development activities and to continually develop skills and abilities within the role.
5. Contribute to a work environment in which everyone is treated with dignity, respect, courtesy and fairness and where all employee behaviour is in line with the Councils' values.
6. To assist (and deputise for) the Waste and Transport Manager in the operational delivery and performance management of the Council's Waste Management Service including collection routes.

KEY SERVICE ACCOUNTABILITIES:

1. Undertake a broader range of complex cases that will require very good understanding of relevant service processes, compliance, regulations and legislation and how interaction with others is necessary to service development.
2. Proven ability to supervise or manage a team with experience in all aspects of people management including effectively manage performance, setting targets and dealing with issues as they arise.
3. Ensure that staff within the service are competent in understanding legislative changes, practices, policies and procedures as required to meet statutory and other standards. Advise on the need for training and development, e.g. identifying and encouraging Loaders to become Drivers.
4. To supervise as appropriate, the work of other officers within the team. To ensure high quality and seamless service delivery by taking responsibility for matters outside your normal area of work when required and to contribute as a team member to projects.
5. Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery. This includes taking the lead in operational workforce planning so daily, weekly and monthly collection plans are outlined and that appropriate cover, redeployment and recruitment arrangements are in place. This to include (but not be limited too) ensuring; vehicle checks and maintenance have been carried out to minimise the possibility of breakdowns, appropriate supervision arrangements are in place on a daily basis, Christmas and Bank Holiday cover arrangements are well planned and outlined well in advance, annual leave is both carefully approved but also taken by individual staff, short term and long term sickness issues are promptly and effectively tackled.
6. Has a positive attitude to change and adapts to meet new challenges to support the relevant manager to meet and improve service delivery. This includes developing and supporting the District's recycling infrastructure, maintaining and improving existing collections and supporting the introduction of new recycling initiatives. Encourage others to develop a collaborative approach to share information, knowledge, and ideas.
7. Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the Council.
8. To present information to a range of audiences including committees in a confident manner, projecting credibility.
9. Identify improvements to processes and systems to ensure the effective and efficient provision of the service in order to meet customer need.
10. Ensure that full use is made of information technology and digital transformation to deliver an effective, efficient, responsive and e-enabled service.
11. Respond to complaints and audits as requested by the CMT or Leadership Team.
12. Produce clear and concise operational policies and procedures, and ensure staff use and adhere to them, which will ensure Supervisors and Drivers are both aware and responsible for best health and safety practice being observed by crews and site workers as well as good people interventions being carried out.

13. To contribute to budget monitoring by providing expenditure/income information as required.
14. Undertake site visits/inspections to ensure consistency and undertake any inspection required as necessary. Carry out timely investigations and submit completed reports into complaints, road traffic accidents and health and safety incidents.
15. To integrate new services, functions and staff into the team in line with Corporate strategies and any future service expansion.
16. Provide weekend management cover, as required following bank holidays, and participate in specific operations as instructed by the line manager.

To undertake such other duties as may be required, appropriate to the grade and nature of the post, as required by the Corporate Manager for the service, other CMT members or Leadership Team.

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.

POLICIES:

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

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 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 requirements for compliance with data protection legislation are met.

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.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

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>

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• Qualified to degree level or equivalent relevant professional qualification or level of knowledge gained from demonstrable relevant work-related experience • Level 4 Certificate of Technical Competence in Waste Management Operations • Demonstrable and extensive experience of working in a highly regulated and customer-orientated service environment • Significant experience (>3yrs) of managing and leading a range of multi-disciplinary teams, including delivering waste management services	• Some experience across the majority of statutory functions of the service • Demonstrable continuing professional development • LGV C • Experience of vehicle management
Knowledge and Expertise:	• Excellent working knowledge and understanding of relevant legislation, guidance, best practice and current issues • Good working knowledge and understanding of effective performance management • Excellent working knowledge and understanding of relevant legislation, guidance, best practice and current issues in Waste Management • Demonstrable experience of working with a range of IT software including Microsoft Office (Word, Excel, Outlook) and Internet Explorer. • Experience of working in an advice given capacity	• Working knowledge and understanding of project and case management systems and databases including IDOX Uniform • Working knowledge and understanding of performance management systems and databases • Experience in e-finance systems for the purposes of budget monitoring and requisition approval • Knowledge and understanding of partnership working and the benefits this can bring to service delivery
Skills:	• Develop, coach and mentor officers • Manage or monitor budgets • Prioritise workloads • Deal with complex situations and problems • Deal with conflict and stressful situations • Meet deadlines	• Practical understanding of change management principles and be able to undertake business transformation • Business acumen and commercial awareness • Managing multi-agency/multi-dimensional meetings and projects

	ESSENTIAL	DESIRABLE
	• Understand and apply business process mapping • Demonstrable understanding of risk communication and the ability to evaluate and present complex technical and legal information • Patience, negotiation and advocacy • Demonstrable decision-making and problem-solving skills • Highly literate and numerate • Good presentational and wider communication skills • Able to see opportunities for change, improvement and efficiency • Good working knowledge of diversity and equality of opportunity	
Personal Attributes:	• Strategic outlook and thinking style • Analytical approach to problem solving • Able to balance long and short-term goals • Commitment to customer-orientated services • Attention to detail but also with the ability to see the wider picture • Able to influence others to ensure optimum productivity and performance • Able to communicate logically, concisely and effectively at all times • Resilient and able to handle pressure well • Networks and builds effective working relationships internally and externally • Well-organised • Self-motivated • Generates own ideas and initiatives	• Able to manage and lead teams and individuals

	ESSENTIAL	DESIRABLE
Special Requirements:	• Understands and is committed to continuous organisational improvement • Demonstrates an innovative approach to work • Willing to take and manage risks • Demonstrates drive and determination • Flexible approach to work • Appreciate the importance of work/life balance for self and officers reporting to • Able to attend evening meetings and respond out-of-hours if required • To cover Bank Holiday catch ups • Able to travel around the District	• Actively seeks ways to continuously improve

Date: November 2025