

Leeds City Council Job Description

Job Title: Household Waste Team Leader **Salary:**

Directorate: Environment & Housing **Grade:**
Service Area: Waste Management

Responsible To: Team Manager

Date: January 2016

Purpose of the job

To lead and manage a safe, efficient and effective Household Waste Site Service and in doing so contribute to service plan objectives, strategic outcomes and performance targets.

Principal Accountabilities

- Delivery of the Household Waste Collection Service on a city wide basis. To achieve predetermined recycling /reuse targets and so meet requirements contained within the Service Delivery Plan and contribute to the aims and objectives of the Municipal Waste Management Strategy
- To line manage and supervise a team of staff including completion of appraisals and one to one's in accordance with Council policies and procedures
- To use strong people management skills in order to motivate, develop and performance manage staff to ensure the delivery of a high quality service and to drive service improvements.
- To take a people-orientated solution-focussed approach to dealing with customers, quickly and professionally.
- To ensure value for money in service delivery
- To contribute to the delivery of service improvement plans
- To demonstrate and embed the Council's values and manager habits to lead, support and drive cultural change.
- To contribute to the improvement of local service delivery in conjunction with appropriate stakeholders and partners.
- To promote equality and diversity in both employment and service delivery
- To deal with conflicting demands and demonstrate effective time management-working to tight deadlines.
- To attend public meetings when required
- To be accountable for the safety of staff, service users and contractors in accordance with Legislation and the Council Health and Safety Policy
- To assist with the monitoring of budgets in accordance with approved procedures
- To work flexibly as required in order to meet service priorities
- To have the relevant knowledge on the Council's policies, procedures and practices to ensure effective human resource management and a positive industrial relations working environment

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Specific Responsibilities

- To undertake the day to day supervision of the operational service within a designated area of responsibility and on a city-wide basis when required, with line management and monitoring to ensure that the service operates safely to agreed standards
- To provide appropriate Technical Competent Management (TCM) for the Services permitted waste facilities.
- To ensure the health and safety of all staff and resources within the service (i.e. delegated responsibility in relation to the nature of the post holders duties and personal responsibilities as per sections 7 and 8 of the Health and Safety at Work Act 1974 and Regulation 14 of the Management of Health and Safety at Work Regulations 1999.

- To ensure that all Health and Safety protocols are implemented in line with relevant legislation, corporate performance and industry standards and good practice, e.g Waste Industry Safety and Health Forum (WISH) and Health and Safety Executive (HSE) guidance documents.
- To manage and actively encourage staff to improve the recycling and reuse of materials brought to sites
- To positively assist staff and proactively meet and greet members of the public in separating/recycling and disposing of waste as appropriate,, to maximise the use of recycling and reuse facilities on site. Offer physical assistance to less able customers.
- Supervise and assist with surveys, leafleting and customer feedback.
- To manage and monitor established processes/permit schemes to prevent unauthorised trade/commercial waste visitors and non-Leeds residents from using the service.
- To take responsibility when required for ensuring the service is fully staffed and that fleet resources are available to guarantee the service is delivered.
- To investigate and resolve complaints regarding the service in accordance with the Council's Complaints Policy
- To deputise for the Technical Manager and Team Manager , as appropriate
- To promote a positive health and safety culture within the service by ensuring communication, control, coordination, cooperation is maintained within the service and any other appropriate stakeholder.
- To investigate and report incidents/accidents
- To monitor, review and provide regular feedback on health and safety performance within the area of responsibility
- To assist with the management of a number of bring sites, specifically with regard to the cleanliness of the sites and preventing the overspill of recyclates
- To ensure that optimum recycling capacity is always maintained liaising with contractors, other relevant personnel to ensure rapid resolution to any issues arising.
- To monitor and ensure the continued safe use of all plant and equipment used on sites in accordance with site procedures and to act on any issues arising as appropriate.
- Undertake any ancillary labouring, cleaning and maintenance duties as required. Undertake grounds maintenance of sites on a regular schedule
- Ensure the external boundaries of sites are kept clean, tidy, litter free and ensure all dumping and fly tipping is removed.

This is not an exhaustive list and the post holder may be required to undertake other reasonable duties deemed to be within the scope of this role.

Occasionally this post may require work to be undertaken at short notice outside of normal working hours in order to meet the demands of the service.

ECONOMIC CONDITIONS

Salary :

Annual Leave : 26 days plus 5 additional days after 5 years local government service (pro-rata)

Hours of Work :

The normal working pattern is Monday-Friday, averaging 37 hours per week.

There is a requirement for the post holder to work 1 weekend in 4 (both Saturday and Sunday).

The post holder will also be required to work 5 of the 8 statutory bank holidays (excludes Christmas Day, Boxing Day and New Year's Day).

Normal hours of work will be as follows:

Winter: 8:00am to 4.00pm (inclusive of a 30 minute unpaid lunch break).

Summer: 8:00 am to 4:00pm or 10:00am to 6:00pm subject to and dependent on rota pattern (inclusive of a 30 minute unpaid lunch break).

There may be occasions when hours of work need to be varied, for example a later finish time or earlier start time in order to assist with operational pressures and service emergencies. Therefore, the post holder should be willing to work flexibly to meet service requirements.

General :

Conditions of Service: NJC Conditions Apply

Fixed payments to reflect weekend and Bank Holiday working will be made in accordance with the National Joint Council (NJC) for Local Government Services Terms & Conditions of Service.

In certain circumstances, in the interests of operational efficiency, rota cycles can be varied subject to appropriate consultation and with reasonable notice.

Flexitime, not applicable.

RELATIONSHIPS

The post holder will work closely with colleagues within Waste Management Services and will also be expected to maintain effective relationships with staff at all levels within the Directorate, other Council Directorates, Elected Members, external agencies and the general public.

PHYSICAL CONDITIONS

The post holder may be based at any Leeds City Council office and may require working to the Council's 'changing the workplace' working style. Leeds City Council has a no smoking policy.

PROSPECTS

Promotion

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training

The Council has a positive commitment to the training and development of employees in all area of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal

development.

Job Description Content Prepared / Reviewed by: Confirmation Job Evaluation Undertaken:

Name:

Name: Liz Behrens

Designation: Service Manager

Designation:

Date: January 2016

Date:

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

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1. Qualifications and Knowledge	Ess	Des	MoA
Industry knowledge of Waste Management	x		A/I
Understanding of Managers responsibility under Health and Safety and able to demonstrate a thorough working knowledge and implementation of Health and Safety Procedures applicable to a relevant environment.	x		A/I
Knowledge of Service, Directorate and Council priorities	x		A/I
Comprehensive knowledge of legislation covering the operation and management of waste facilities	x		A/I
Wamitab COTC L4 Qualification	x		A/I
NVQ Level 3 Customer Care	x		A/I
Comprehensive knowledge of CPC legislation		x	A/I
Possession of a recognised Management qualification		x	A
Member of the Institute of Waste Management CIWM		x	A
Full, Clean, Driving Licence (Category B or equivalent)	x		A

2. Specific Skills and Competencies	Ess	Des	MoA
Able to communicate with and influence customers and other stakeholders	x		A/I
Ability to lead, motivate and empower staff to achieve positive outcomes	x		A/I
Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service within defined processes and procedures	x		A/I
Develop and maintain effective relationships with key stakeholders including Members, external and internal	x		A/I

partners and residents			
Ability to write concise reports, deliver presentations and chair meetings	x		A/I
Competent in the use of IT systems including Microsoft applications	x		A
Ability to manage and delegate resources effectively	x		A/I
Able to manage conflicting priorities and adapt to changing circumstances	x		A/I
Ability to work with and consult with trade unions	x		A/I
Ability to analyse management information	x		A/I
Ability to organise own workload; determine priorities and the workload of others to ensure the delivery of the service as directed by management.	x		A/1
3. Experience	Ess	Des	MoA
Experience of managing teams including motivation and staff development in order to ensure service objectives are achieved and safe delivery is maintained		x	A/I
Experience of developing solutions to sometimes complex information to ensure that service needs are met.		x	A/I
Experience of managing resources within defined budgets		x	A/I
Experience of working with residents and Members to achieve defined outcomes		x	A/I
Working with and consulting with trade unions		x	A/I
Working within a political environment.		x	A/I
Developing service objectives and operational delivery plans		x	A/I
Recognising and challenging inappropriate behaviour.		x	A/I
Experience of responding to compliments and complaints		x	A/I
Experience of preparing reports for senior managers		x	A/I
Experience of working as part of a team		x	A/I
Experience of working within a Local Government environment		x	A/I
Experience of carrying out training or briefing sessions to staff as directed.		x	A/I
4. Attitudes and Behaviours			
Able to demonstrate a commitment to Council values	x		A/I
Able to manage teams in line with the Council's manager habits	x		A/I
Commitment to maintaining a healthy and safe working environment	x		A/I
Commitment to promoting equality and diversity to colleagues and customers	x		A/I
Able to demonstrate and promote a flexible and positive approach to change	x		A/I

