

Leeds City Council

Directorate	Communities & Environment
Service Area	Environmental Services
Job Title	Assistant Duty Manager
Grade	C1
Conditions Of service	NJC Conditions apply
Responsible to	Team Leader (Duty Manager)
Responsible for	None

Job Purpose: To ensure optimum day to day management of resources for the operational service, supporting staff, customers and stakeholders. To contribute to an efficient, customer focused and high quality Waste Collection Service and in doing so to contribute to service plan objectives, strategic outcomes and performance targets.

Responsibilities:

Assist with deployment of operational resources to achieve service delivery by the most effective and efficient means, including deployment of resources and day to day planning and monitoring to ensure cover for absences through holiday, training and sickness.

Assist with the active monitoring of route completion including recovery for daily route issues, for example access issues and route non-completion.

Assist with the management of the refuse fleet, including liaison with Fleet Services and other external agencies for vehicle defects, service, and inspection.

Organisation of legal and administrative paperwork/tasks associated with route deployment, for example CPC cards, vehicle checks.

Work closely with colleagues to ensure daily resources are planned, allocated, and used effectively liaising with staff and crews to ensure they have the resources and work to complete their daily duties.

Monitor and respond to sickness information including any required daily adjustment of resources, carrying out basic return to work meetings, retrieving and recording absence reports liaising with Team Leaders and other welfare and support services.

Prepare and send accurate and timely start up and end of service reports, and responding to queries that arise from these reports.

Assist with the management, maintenance, and training of in-cab technology, assisting with In-cab training for new employees or with software updates.

Promote the use of in cab technology, effectively utilising the 'back office' IT systems that underpin in cab technology, assisting the Duty Manager and ICT colleagues to ensure all vehicles have a working in-cab unit which will include swapping out faulty units and fitting spare units.

Accurately record and keep updated information using digital and paper-based systems ensuring effective distribution of information to staff and managers.

Assisting in the deployment of agency workers when applicable in line with the overtime protocol

Overseeing general depot 'yard' upkeep and associated tasks.

Assisting in the management and stock control of PPE/supplies.

Provide Duty Manager Cover as required for duties commensurate with the grade of the post

To assist with full service deployment at start up including preparation and distribution of the associated reports.

Communicate with staff to enable them to start their day efficiently and complete the required work effectively.

Ensure that the relevant Team Leader, Duty Manager or Team Manager is notified promptly if any issues are raised to enable them to be dealt with effectively e.g. accident investigations.

Liaise with Fleet and arrange for vehicles to be shunted when necessary, e.g. vehicles going in for MOT, Service, and repair and vehicles being returned back into service, ensuring appropriate vehicle cover for the following day.

Monitoring and communicating with crews during the day to ensure service delivery and work is completed at the end of the day.

Using Collective every day and checking with charge hands on their return to the depot to ensure they have been using Collective throughout the day and they have closed out all the completed work. Where work is not completed ensure this is logged and the reason why it was missed.

Undertake regular yard checks to ensure we are complying with health and safety.

Undertake regular checks of fuel levels/gas levels/adblu to ensure we have a regular supply. If we are seen to be running short ensure a delivery order has been raised.

Checking with crewing up regularly for the following day to ensure adequate cover.

Assist in the preparation and distribution of the end of day report (where applicable) and ensure accurate information is recorded.

Assist in the preparation of any applicable midday reporting including ring round if required.

Help to monitor any additional or recovery work that has been handed out to ensure recovery has taken place.

Undertake random vehicle checks internally for cleanliness on an evening.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post commensurate with the job evaluation outcome for this post.

Qualifications

N/A

PERSONAL SPECIFICATION:

Method of Assessment will be through one or more of the following: Application Form, Test, Interview, and Certificate.

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 shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Skills Required

Ability to communicate effectively with a wide range of people.

Ability to work as part of a team to provide customer focused services.

Ability to use IT applications and databases effectively to deliver administrative tasks. To input and retrieve data using computerised systems.

Ability to maintain accurate records and track progress of work.

Ability to appraise stock levels and stock disposal arrangements.

Able to work flexibly as part of a team & show initiative.

Ability to prioritise work to meet conflicting deadlines.

Ability to demonstrate good numeracy & literacy skills.

An ability to respect sensitive and confidential work.

Ability to use your own initiative to find solutions.

Ability to understand and observe the Leeds City Council's Equal Opportunities Policy.

Able to demonstrate competence and experience of work related to the service area.

Knowledge Required

A broad understanding of the service plan objectives, strategic outcomes and performance targets

A sound understanding of the crewing up processes of a large operational service and know how to find solutions as problems arise

Considerable knowledge of the in-cab technology, vehicle maintenance, CPC cards and training and development methods to enable facilitation of training.

Considerable geographical knowledge of Leeds

A sound understanding of responsibilities in relation to adhering to health and safety policies and systems.

A sound understanding of Leeds City Councils Policies and Procedures, especially around attendance, GDPR, equalities and Health and Safety.

A broad knowledge of IT applications and databases effectively to deliver administrative tasks. To input and retrieve data using computerised systems.

A sound knowledge of local government decision making processes

Solid numeracy & literacy knowledge and skills.

Experience Required

Of providing customer focussed services

Of working in a team

Of using IT systems and processes

Of communicating clearly and effectively with a wide range of people and being able to develop strong working relationships.

Behavioural & other Characteristics required

To display a responsible and co-operative attitude to working towards the achievement of the service's aims and objectives.

Committed to continuous improvement.

To carry out all duties having regard to an employee's responsibility under Leeds City Council's Health & Safety Policies.

Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.

Ability to be flexible and provide citywide duty cover at weekends and bank holidays on a rota basis.

Ability to travel throughout the Leeds City Council boundaries to be flexible to move location within the service working in different areas depending on need.

DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

Skills Required

N/A

Knowledge Required

Understanding of customer care and quality assurance principles.

Experience Required

Of working with the public and other organisations.

Of working in waste management or a similar service area.

Of working in an operational role.

Job Description Content Prepared / Reviewed by:

Name	Hayley Thackwray	Designation	Acting HoS	Date	17/12/20
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Confirmation of Job Evaluation Undertaken **JE Ref Number** 2241 (File REF 191119)

Name	JE Team	Designation	Officer	Date	03/02/21
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