

Job Description - HWRC Supervisor

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Through its statutory function as a Waste Disposal Authority, the Sustainability and Waste Management Service makes provision for residual waste treatment and disposal facilities for all eight Waste Collection Authorities within Staffordshire. This can include the provision of transfer facilities at strategic locations to ensure efficient haulage of waste to treatment/disposal points and

if requested, provision of treatment/recovery facilities for recyclables and organic waste.

It is also responsible for providing specialist advice to the County Council on all matters related to Sustainability and in particular is responsible for producing and maintaining the Corporate Sustainability Strategy, providing specialist input into its implementation and monitoring. Similarly, it is also responsible for the County Council's activities in providing community leadership through partnership working and the Local Economic Partnership.

Furthermore, the service operates 14 household waste recycling centres where residents can deposit household waste; manages the environmental integrity of historic landfills under the ownership of the authority, maintains an up to date strategy and makes payments of Recycling Credits to the eight Staffordshire waste collection authorities where appropriate.

The Sustainability and Waste Management service also contributes to a range of other Corporate Priorities including Customer satisfaction, financial control, value for money, health & safety and equalities

Reporting Relationships

Responsible to: HWRC Senior Operations Officer

Responsible for: Senior Recycling Advisors

Key Accountabilities

To ensure all HWRCs are being operated and maintained in a safe and professional manner, in accordance with their Environmental Permit, Planning Permissions and councils' procedures.

Generic Responsibilities

- To deputise for the HWRC Seniors Operations Officer as required.
- Ensure all legal, contractual requirements and Council Policy as the Technically Competent Person for all Staffordshire HWRCs.

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- To organise the safe and efficient operation of the sites within Staffordshire HWRC network, in accordance with management instructions, polices & procedures, Health and Safety and legislative requirements laid down in working plans, planning permissions, environmental permit etc.

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To promote high profile helpful, courteous, and professional customer service practices across sites within your area.

- Control site operations so that high recycling levels are achieved, and material contamination is kept to a minimum across all HWRC's.
- To manage day-to-day operations, including:
 - Staff levels are managed at the required levels for the sites, inclusive of all Holiday, sickness and agency requirements.
 - Employee relations issues. ○ Identification of employee training requirements.
 - Ensure stocks of equipment and resources are maintained on site.
 - Review and action defect reports for any plant and site infrastructure.
 - Responding to customer queries and complaints.
 - Liaising with other departments within Staffordshire County Council.
- Manage the haulage contractors for the sites under your control so that the recycling and waste containers always have capacity and are

available for the public, so that no waste builds up or is stored directly on the floor.

- Monitor and assess that the Duty of Care, Waste Carriers Certification and Consignment Note documentation is being completed on sites and stored correctly.
- Supervise the use of specialist equipment and Council vehicles, such as mobile plant, Ensuring it is operated and maintained in accordance with all Health and Safety regulations, as well as ensure that all daily checks and records are carried out.
- Supervise the training of others in the use of the specialist equipment and plant.

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Collate, review and organise the repairs and rectification of all defects to mobile plant and site infrastructure.

- Ensure allocated sites have all the correct Health and Safety policy and procedures in place. Confirm that that site team understand and follow these through delivery of training/toolbox talks and supervising site operations, so that sites are maintained as a safe environment for all staff, visitors, contractors and members of the public while on site.
- Ensure all accidents, near-misses or dangerous situations are recorded and where appropriate support the investigation of these incidents in accordance with the Council's procedures.
- Monitor, Record and deliver consumables as per site and PPE requirements.
- Manage and act on any breach of site rules to prevent further occurrences.
- Support the investigation of any reports of acts of dishonesty, malpractice or corruption by any member of the public, visitors to the site or members of staff.
- Supervise the site operations to ensure deposition of the household waste is completed in a safe and efficient manner, ensuring the material is deposited in the correct containers with the aim of maximising recycling and diversion from landfill.
- Ensure that Traffic Management Plans, Emergency Management plan and all other accompanying procedures are in place for all allocated sites and ensure site staff understand its content, to maintain the safety of all site users always.

- Prevent unauthorised persons from sorting, disturbing, removing or interfering with any waste on site.
- Inspect and take required actions, ensuring the site office and outside area are maintained in a clean and tidy manner, free from windblown litter and remove all oil spillages immediately.

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Review the daily logs of events and activities at the HWRC's, record all visitors other than those depositing waste and keep such records as are contractually or legally required.

- Monitor all Council's Trade, Chargeable and van permits policies and ensure they are enforced, and all payments are taken across sites.
- Act as the site coordinator for emergency procedures in relation to fire, spillages and first aid if accidents occur on the site, ensuring they are documented correctly.
- To undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post.
- Undertake plant training where necessary and complete safe operation and use of plant for compacting/handling of waste.
- The postholder will be required to work weekends and Bank holidays as standard.

Professional Accountabilities

Additionally, the post holder is required to contribute to the achievement of the Council, Directorate, Strategic HR and individual objectives through:

Financial Management

- Personally accountable for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service area.

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Continued Prof Dev / Training

- To maintain an up to date knowledge of Waste Management legislation and policy.
- To be prepared to undertake further training as and when required.

People Management

- Participation and contribution in the My Performance Conversation process.

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Equalities

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

- Delivering energy conservation practices in line with the County Council's corporate climate change strategy.

Health and Safety

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the County Council Health & Safety policy.


Safeguarding

- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.

The content of this job description and person specification will be reviewed on an annual basis in line with the Directorate's training and development review policy.

Person Specification


A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

| Minimum Criteria for Two Ticks * | Criteria | Measured by |
|--|---|---------------------|
|  | <p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> NVQ Level 4 in Waste Management Operations or equivalent. GCSE or equivalent in English and Maths. Undertaking required training to operate waste plant in a live environment. | <p>A</p> <p>A/I</p> |

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|---|--|--|
|    | <p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Minimum of 3 years' experience of working in a waste management operation. • Knowledge and experience of the Waste management Legislation and Duty of Care requirements. • Understanding and experience of working with Health and Safety legislations and regulations within waste operation. • Significant experience of working within a team and under own initiative, accurately and within defined deadlines. • Significant experience of managing a complex workload, achieving targets and responding flexibly to changing circumstances • Knowledge and experience of delivering excellent customer service and the achievement of high-quality services. | <p>A/I</p> <p>A/I/</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |
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| | <ul style="list-style-type: none"> • Relevant practical experience of supporting staff and managing work outputs. • Relevant experience of dealing with contractors, partners, and service users. | <p>A/I</p> <p>A/I</p> |
|--|---|-----------------------|

| | Skills | |
|---|---|--|
|  | <ul style="list-style-type: none"> • Excellent communication skills, with an ability to build and maintain positive links with colleagues and a range of stakeholders, including members of the public and contractors. • Enthusiastic approach, particularly in relation to the development of skills, and willingness to undertake additional training as required. • Excellent interpersonal and communication skills at all levels, including internal and external customers. • Ability to adapt to change in a fast-paced environment. • An effective communicator, both orally and in writing. • Ability to identify trends and assist in the development of financial, administration and technical support system. • Ability to demonstrate good written, verbal, analytical and numerate skills. • Ability to develop positive working relationships with colleagues, partners, contractors. • Ability to provide a high level of customer service when dealing with service users. • Clean driving licence. • Good keyboard skills and computer literate. | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |



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