

Job description



Department: Waste & Environment	Location: Waterbeach Depot
Job title: Team Manager - Environment	Post number:
Grade: 5	SCP range: 25-30
Responsible to: Principle Operations Manager – Environment	Responsible for: Streets Service Awarded Watercourses Envirocrime Street lighting
Health Considerations/ Risk/ Surveillance Required: Habitual VDU user Manual handling	

Description of duties and responsibilities

Responsible for the development, proactive supervision and line management of the environment operations teams to enable the service to deliver frontline services in a safe and effective way.

Services will include Street cleansing service, Street sweeping service, Awarded Watercourses, Envirocrime and Street lighting. This may also include in times of service demand, Waste operations (commercial and domestic).

Team Managers will be expected to spend approximately 50% of their time out of the depot in order to monitor and support crews (active supervision, site visits, liaison on complaints, H&S risk management etc).

Times of working may be staggered according to a rota basis to ensure staff and customers' needs are supported on a daily basis, including managing and supervising catch up working, usually at a weekend, to cover bank holidays, plus providing supervisory cover for weekend work, to be carried out on a rota basis.

Key result areas / overview

- Lead the daily operational service delivery of street cleansing, awarded watercourses, Envirocrime and streetlighting crews in consultation with the Principle Operations Managers, Waste & Environment Service Manager and the Commercial Waste and Projects Officer, to ensure they meet the service standards set out by South Cambridgeshire District Council.
- Lead colleagues to deliver excellent customer service that is in line with the values of South Cambridgeshire District Council.
- Demonstrate leadership in spotting and challenging unsafe behaviours and driving a supportive and safe culture for all staff.
- Manage individual and team performance, developing individuals to achieve their potential, delivering appraisals and providing demonstrable leadership and motivation to crews to achieve desired outcomes.
- Accountable for the performance of staff (service delivery e.g. performance and general conduct) and the management of arising issues.
- Manage operational costs effectively, including unplanned overtime
- Resolve operational issues promptly and decisively
- To provide a point of contact for members of the public or commercial customers, feeding back areas of concern to the right place (eg council's call centres, the resources team, Waste & Environment Service Manager and/or Head of Waste Resources, Commercial Waste team)

Key contacts / communication links

Internal

- Domestic, organic waste, recycling, commercial waste, and street cleansing staff; approximately 150 people made up of Loaders and Drivers, plus agency staff
- Other Team Managers
- Principle Operations Managers (Waste / Environment)
- Waste & Environment Service Manager
- Fleet & Service Asset Manager
- Head of Waste & Environment
- Policy team
- Commercial waste team
- Other council colleagues

External

- External customers and clients
- Councillors / parish representatives
- Service, equipment and materials suppliers

Key responsibilities / specific duties

- Lead the daily operational service delivery of Streets, Watercourses, Envirocrime and Street lighting (Environment Operations) in consultation with the Principle Operations Manager (Environment), to ensure they meet the expectations of the various services.
- Day to day direction of environment operations, such as staffing levels (holiday and sickness cover), staff distribution, PPE provisions and the promotion and supervision of safe working practices.
- Lead of effective communications with team members, hold meetings both in the depot and out on site, on a regular basis.

- Lead colleagues to deliver excellent customer service that is in line with the values of South Cambridgeshire District Council.
- Demonstrate leadership in spotting and challenging unsafe behaviours and driving a supportive and safe culture for all staff.
- Undertake staff performance reviews, appraising their skills and identifying their training and development needs. Responsible for actioning all follow-ups required. Manage individual and team performance, developing individuals to achieve their potential, delivering appraisals and providing demonstratable leadership and motivation to team member to achieve desired outcomes.
- Accountable for the performance of team members (sickness absence and general conduct) and the management of arising issues. Conduct regular reviews of team members during performance of duties.
- Lead and manage disciplinarily, sickness and absence, grievance cases in conjunction with HR colleagues as necessary. Accountable for timely and thorough management of all cases.
- Ensure a working environment that protects the health and safety of public and staff. Deliver aspects of the H&S programme for drivers and loaders (induction, in-house training such as toolbox talks, recording activity) and supporting auditing (internal & external).
- Provide data, advice and feedback to projects and teams as requested; commission work to support own role as appropriate.
- Manage operational costs effectively, including unplanned overtime. Assist in the preparation and review of revenue and capital budgets and assist the Principle Operations Manager (Environment) and the Environmental Services team to manage budgets for the service and any capital projects as directed.
- Manage and investigate incidents and accidents in accordance with agreed protocols.
- Investigate and reply to complaints and ensure they are resolved in accordance with the relevant procedures; responsible for ensuring all learning points are recorded and actioned.
- Liaise with the Fleet & Service Asset Manager to ensure that the required vehicles and equipment are available to complete services daily.
- Resolve operational issues promptly and decisively.

- Provide a point of contact for members of the public or commercial customers, feeding back areas of concern to the right place (e.g. council's call centres, the resources team, Principle Operations Manager (Environment) and/or Head of Environment).
- To maintain an awareness of legislative and technological changes which may affect the work of the service and to amend working methods, standards and services to reflect such changes.
- Review and develop the health & safety program with the Principle Operations Manager – Environment who leads on Health & Safety for Environment & Waste services.
- Ensure daily collaborative team working with the waste service, including staff resourcing, shift rotas, office cover and collaborative projects and other tasks as requested by the Principle Operations Manager – Waste / Environment.
- Carry out any other duties as required by line manager from time-to-time.

General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may,

therefore, vary from time to time without materially changing either the character or level of responsibility or grade.



Job Description Last Reviewed: January 2021