

Job description



South
Cambridgeshire
District Council

Department: Waste & Environment Services	Location: Waterbeach Depot
Job title: Team Manager	Post number: 1055
Grade: 5	SCP range: 25-30
Responsible to: Principal Operations Manager	Responsible for: Refuse, recycling, commercial waste and street cleansing operatives and drivers
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 crew members to enable the service to deliver frontline services in a safe and effective way.

Services may include residual waste collections, green garden waste collections, recyclates collections, commercial collections, bulky waste collections, and deliveries of bins on behalf of the two councils as well as covering street cleansing services on behalf of South Cambridgeshire District Council.

Team Managers will be expected to spend approximately 40% 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).

May be required to operational support to ensure operations service is undertaken – including driving



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

1. Lead the daily operational service delivery of refuse and recycling services whilst assisting street cleansing crews in consultation with Principal Operations Managers, Service Waste Operations Manager and the Commercial Waste and Projects Officer, to ensure they meet the service standards set out by Single Shared Waste Service.
2. Lead colleagues to deliver excellent customer service that is in line with the values of South Cambridgeshire District Council and Cambridge City Council.
3. Demonstrate leadership in spotting and challenging unsafe behaviours and driving a supportive and safe culture for all staff.
4. 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.
5. Accountable for the performance of crews (service delivery eg missed bin levels, and general conduct) and the management of arising issues.
6. Manage operational costs effectively, including unplanned overtime.
7. Resolve operational issues promptly and decisively.
8. 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, Principal Operations Manager and/or Head of Waste Resources, Commercial Waste team)



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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
- Principal Operations Managers
- Service Operations Manager
- Fleet & Service Asset Manager
- Head of Waste Service Resources
- Policy team
- Commercial waste team
- Other council colleagues

External

- External customers and clients
- Service, equipment and materials suppliers

Key responsibilities / specific duties

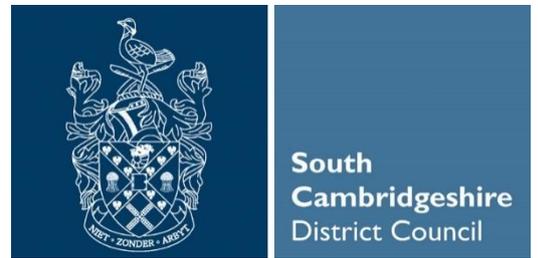
1. Day-to-day direction of waste collection and assisting street cleansing services as required, overseeing operational aspects such as staffing levels (holiday and sickness cover), staff distribution, PPE provision and the promotion and supervision of safe working practices.
2. Management of catch-up working, usually at weekends to cover bank holidays, plus providing management cover for weekend work, both to be carried out on a rota basis.

3. Proactively lead delivery of a high-quality service, including insuring that regular reviews of crews during performance of their rounds take place.
4. Lead on effective communications with crews, including holding crew meetings, both in the depot and out on site, on a regular basis.
5. Undertake staff performance reviews, appraising their skills and identifying their training and development needs. Responsible for actioning all follow-ups required.
6. Ensure Drivers lead their crews effectively and consistently.
7. Manage attendance at work working, carrying out return to work interviews, including meeting with individuals and seeking advice from Occupational Health as required, ensuring sickness absence levels are within the employing council's targets on an ongoing basis.
8. 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.
9. Ensuring 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).
10. Undertake on site supervision / audit and in conjunction with the health and safety lead to review and update all health and safety systems and procedures (including risk assessments, waste handbook).
11. Identify skills gaps and provide appropriate training to enable them to undertake their role, and that it is appropriately recorded.



12. Manage and investigate incidents and accidents in accordance with agreed protocols.
13. Liaising with the Fleet & Service Asset Manager to ensure that the required vehicles and equipment are available to complete services on a daily basis. To also ensure the service meets the requirements of its Operator's Licence, including ensuring compliance with vehicle check requirements.
14. 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.
15. Communicating issues to Principal Operation Managers and/or Service Operations Manager and Commercial Waste and Project Officer as appropriate.
16. To provide advice and guidance to other Team Managers, Principal Operations Managers, Service Operations Manager, Head of Waste Resources, Policy team, Commercial Waste team and Elected Members on the operational issues, ensuring constructive communication at all times throughout the services.
17. Act as lead on a topic area for the service as required (e.g. Data, in-cab technology, building developments, H&S aspects).
18. Provide data, advice and feedback to GCSWS projects and teams as requested; commission work to support own role as appropriate.
19. 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.
20. To be aware of revenue and capital budgets, and assist the Principal Operations Manager and Commercial Waste team to manage budgets for the services, and any capital projects as directed.

21. Undertake direct operational duties including in required to complete operational task.



22. 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: October 2021