

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Waste Operations Manager

Waste Service, Place Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

To manage the staff and operations for the waste and cleansing service for the south area of WNC and be the named Transport Manager for the O Licence. The manage the directly employed staff and provide a high quality and cost effective waste and cleansing service.

Accountable to:

This role is accountable to the Waste and Cleansing Manager, responsible for the direct line management of three supervisors who in turn are responsible for 11 street cleansing staff and 62 waste collection staff. The role sits within the Place Directorate in West Northamptonshire Council.

Responsibilities:

1. Delivery of a reliable, high quality & cost effective waste and street cleansing service that meets its duties and responsibilities under the law and the general policies of the Council. Lead the operational service in reducing the amount of residual waste and increasing the amount of recyclable waste collected.
2. Be the named Transport Manager for the Goods Vehicle Licence for Tove Depot and manage operations in accordance with the licence including liaising with the fleet maintenance contractor to ensure all vehicles are maintained to service schedules and legal compliance is achieved. Procure new fleet vehicles in accordance with budget, safety and environmental requirements.
3. Develop the workforce and supervisors to ensure high standards of both customer satisfaction and health & safety. Monitor and manage staff sickness levels to safeguard employee wellbeing and minimise loss of days through illness/injury. Manage staff in line with HR policies covering disciplinary investigations, appraisals, report preparation and absence procedures.
4. Ensure high standards of health and safety are embedded in the workforce to minimise the risk of accidents and incidents by working closely with the Waste Health and Safety Officer and WNC corporate team. Ensure all staff are fully trained in health and safety requirements and monitor and comply with all national and local guidance.
5. Deal effectively with service complaints and ensure high customer satisfaction with services. Liaise with outside organisations such as town and parish councils and contractors. Deal with National Highways and other bodies to organise cleansing of high speed roads and verges.
6. Ensure that the resources employed to undertake the allocated services are continuously reviewed to increase efficiency and effectiveness. Gauge household and business growth in the area with regard to current staffing levels and necessary fleet demands in future.
7. Monitor the standards of the service, analyse and present data related to staffing, workloads and efficiency. Recruit and retain an effective team and efficiently manage agency staff in accordance with demands of the service.
8. Work closely with the WNC Enforcement Team to ensure that street cleansing staff are trained to gather evidence and have the skills and competence to assist with enforcement action. Contribute to the development of systems for the reporting of fly-tipping, littering and other environment crime.
9. Deputise for the Waste and Cleansing Manager as required and contribute to the strategic development of the service. Liaise and manage external contracts as necessary and ensure compliance with

procurement procedures. Benchmark the service and network with other authorities and bodies to learn best practice.

10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent leadership, negotiation and influencing skills. This must include the ability to develop, support, empower and motivate a team to achieve goals.	E	A, I
Excellent verbal and non-verbal communication skills to lead, motivate and challenge others to achieve service objectives and build effective relationships (internal and external).	E	A, I, P
Ability to prioritise work to meet multiple tight and conflicting deadlines and work independently, making full and effective use of delegation.	E	A, I
Proactive and innovative approach to problem solving and decision making.	E	A, I
Ability to develop and maintain good working relationships with a wide range of customers, stakeholders and partners and develop a positive personal and organisational profile and build relationships to a very high level.	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of waste and street cleansing issues and statutory obligations providing advice to internal and external bodies when required.	E	A, T, I, P, D
Substantial knowledge of transport operations and a thorough understanding of transport law.	E	A, I
Good all-round knowledge of vehicle issues, liaising with the Fleet Manager ensuring all vehicles are well maintained and are fit for purpose.	E	A, I,
A proven track record of strong problem-solving skills.	E	A, I
Management & leadership skills in a similar environment enabling culture changes when required.	E	A, I, P
Strong record of team building skills within a similar environment.	E	A, I
Excellent person management and conflict resolution.	E	A, I, P
Competent in report writing.	E	A, I
A very good knowledge of Health and Safety regulations.	E	A, I
Knowledge of recycling and enforcement processes.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of working in a similar environment and creating sustainable service improvements through internal and external partnerships.	E	A, I

Experience of leading, developing and motivating a large team to achieve high standards / performance and of dealing effectively with performance issues.	E	A, I, P
Experience of budget management and business planning.	E	A, I
Experience of creating a sustainable culture that meets the needs and engages with customers and staff within a safe, open and high performing environment.	E	A, I
A proven track record of decision making that will deliver cost effective and efficient results.	E	A, I
Experience of working in a Waste Collection and/ or Street Cleansing role, and previous evidence of a supervisory and management role.	E	A, I, D
Experience of working with internal and external bodies including town and parish councils and the private sector.	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Good standard of education to A level or equivalent level of experience.	E	A, D
Hold a driving licence (HGV desirable).	E	A, D
Hold a Certificate of Professional Competence to be a named Transport Manager of a Goods Vehicle Operators Licence or equivalent (already hold or be prepared to achieve within 6 months) and be able to maintain CPD and demonstrate legal compliance to obtain and maintain qualification.	E	A, I, D
Hold IOSH Managing Safely qualification or equivalent.	E	A, D
A management qualification.	D	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	Tove Depot, Towcester
Job family band:	OI09	Worker type:	Part-flexible
Salary range:	£49,587 - £52,860	Budget responsibility:	£500,000
People management responsibility:	3 (+73)		

Working conditions & how we work:

This role has been identified as a part-flexible, the primary work base is Tove Depot in Towcester and you will be required to hold keys and open/close the depot on a rota with other staff. You will need access to a vehicle to allow travel to other offices and locations in WNC although a van may be available to use. An HGV licence is desirable due to the need to understand the operation of and occasionally move HGV fleet vehicles.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

