



Job Description and Person Specification

Job details

Job title: **Waste Operations Manager**

Grade: **£50,512 -£53,701**

Reports to: Head of Waste

Responsible for: Waste Collections and Street-Cleaning Services

Directorate and Service area: Place and Economy, Waste

Purpose of the job (why the job exists)

To provide operational management for the collection and recycling of waste and the provision of street cleansing services within North Northamptonshire

Support the Head of Waste in ensuring statutory responsibilities are met, and services are aligned to the Council's long-term vision, promoting a culture of performance management which delivers high quality, high performing, value for money services.

Principal responsibilities

1. Manage the Council's waste operations and contracts relating to waste collection and street-cleaning across North Northants to ensure a reliable service.
2. Develop and implement operational plans to ensure continuous improvement of the services in line with emerging regulation, a growing population and the Council's financial constraints.
3. Ensure operational compliance with all statutory responsibilities for the Council within the Environmental Protection Act 1990, Environment Act 2021, Waste (England and Wales) Regulations 2011, Controlled Waste (England and Wales) Regulations 2012, Clean Neighbourhoods and Environment Act 2005 and other relevant legislation and national guidance.
4. Ensure that a robust health and safety framework is in place and implemented appropriate to reduce any health and safety risks of staff, contractors and all other third parties as far as is practicable.
5. Provide robust contract management and monitoring processes and techniques to ensure that the council and contractors deliver against their contractual obligations, providing value for money for the Council and its residents and promoting environmental sustainability and social value.
6. Manage in-house service provision effectively against agreed service level targets and outcomes and demonstrating value for money and regulatory compliance, whilst ensuring the well-being and effectiveness of staff.
7. Manage staff to ensure high performance and to achieve continuous improvement, engaging proactively with staff representatives and the Trade Unions.

8. Ensure services are providing the necessary performance and financial data to enable internal and external reporting.
9. Monitor and manage the budgets, performance and risks related to the service, including accurate estimating, forecasting and out-turns against agreed budgets.
10. Maintain and implement the waste services business continuity plans and emergency response to support the delivery of uninterrupted services and the Council's role within the Local Resilience Forum.
11. Engage and support voluntary groups or similar initiatives to enable the undertaking of enhanced service levels where they are for the benefit of local communities.
12. Engage with elected Members at all levels to provide strategic, technical advice regarding the future of services and reliable information regarding the current service and its performance.
13. Work collaboratively with services across the Council to align services for the benefit of the Council's residents and to deliver value for money.

Special features of the post

This post requires the postholder to travel independent of public transport in order to attend meetings and site visits across North Northamptonshire, and occasionally across the region.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to degree-level or equivalent by experience.</p> <p>Successful background of achievement and relevant experience at a management level in an appropriate, related work area, reflecting a corporate and strategic approach in a diverse service environment.</p>	
Experience and Knowledge	<p>Extensive experience of managing waste collection and street-cleaning.</p> <p>Successful record of implementing change and continuous improvement, showing an appreciation of change management issues and supporting staff through change.</p> <p>Demonstrable experience of managing high performing contracts relevant to the role.</p> <p>Experience of managing a diverse workforce to maintain and raise performance, with demonstrable ability to motivate and inspire others to achieve high performance outcomes and positive working relationships and an open and flexible management style.</p> <p>Experience of working in a political environment and working with Members to resolve local issues.</p> <p>Demonstrable practical knowledge of the relevant legislation and national guidance related to the services.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Appreciation and experience of working with related regulators.</p>	
<p>Ability and Skills</p>	<p>Comprehensive understanding of how the service will reflect local and national agendas relating to the delivery of a safe, environmentally responsible and efficient service.</p> <p>Excellent communication and interpersonal skills for both conceptual and factual matters to a wide audience, with the ability to listen to the views of others and use effective influencing/negotiation techniques to achieve a positive outcome.</p> <p>Experience and understanding of project management mechanisms and their uses in medium and long-term projects.</p> <p>Rational and innovative approach to problem solving and decision making and a willingness to take personal ownership to resolve issues.</p> <p>Demonstrable ability to work at pace to deliver service improvements and change.</p> <p>Effective budget manager who understands and has experience in managing large revenue and capital budgets to ensure accurate projections, mitigating overspends and remaining within allocated budgets</p> <p>Committed to development of self and others, keeping fully abreast of new and innovative approaches within the professional and managerial sphere of the post, and maintain</p>	

Attributes	Essential criteria	Desirable criteria
	a high degree of integrity and professional standards that reflect the Corporate Values of North Northamptonshire Council.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		