

Job Description

JOB DETAILS	
Job Title	Waste Operations Team Leader
Service Area / Team	Waste Services (via DDC)
Reports to	Waste Services Manager (DDC)
Post Number	WM003
Grade	Grade F
Politically Restricted Post	No
DBS Requirement	N/A

JOB PURPOSE
<p>While employed by Folkestone & Hythe District Council, the post holder will be seconded to Dover District Council and will be line managed for operational and functional purposes by Dover District Council.</p> <ul style="list-style-type: none"> To undertake a range of duties to ensure the effective day-to-day delivery of the East Kent Waste Services Contract, acting on behalf of Folkestone & Hythe and Dover District Councils. To manage the day-to-day tasking and activities of four Contract Monitoring Officers and one Contract Monitoring Assistant, and undertake regular 1to1s with them ensuring their wellbeing and personal development. To oversee and coordinate the reactive inspections and investigations, and proactive monitoring activities undertaken by Contract Monitoring Officers, and collate evidence and information to respond to service-related queries or complaints raised by service users, Elected Member, partner services or any other key stakeholders. Assist the Head of Waste Services to represent and evolve the service.

MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To oversee and lead the day-to-day management and monitoring of the Council's recycling, waste and cleansing contract in accordance with the current contract, Environmental Protection Act 1990, Refuse Disposal (Amenity) Act 1978, the Controlled Waste Regulations 2012 and relevant Code of Practice. Oversee the monitoring officer team's activity inspecting individual locations / sites or service assets to validate that the Contractor's performance of the activities and duties is in accordance with the terms of the Contract, and ensure

that service provision is to the required standard. Take any necessary (corrective) follow-up action with the Contractor.
<ul style="list-style-type: none"> • Ensure the monitoring officer team's scheduled proactive "Local Environmental Quality" (LEQ) surveys are undertaken, and in the required timescale, to ensure KPI returns can be made (to the relevant corporate teams in both authorities) in a timely manner.
<ul style="list-style-type: none"> • Oversee and support the monitoring officer team's activity producing / issuing appropriate responses to service queries, defaults and complaints raised by any key stakeholders, and in accordance with permitted timescales.
<ul style="list-style-type: none"> • Take a proactive stance in analysing problems or conflicts to identify and implement effective solutions, for example, investigating and assessing conflicting information supplied by members of the public and the contractor, for example disputes over the presentation or contamination of bins.
<ul style="list-style-type: none"> • Providing advice and guidance on regulations and statutory requirements to residents / elected Members who may be challenging decisions within the scope of agreed policies, such as the need for separate recycling for example.
<ul style="list-style-type: none"> • Oversee the monitoring officer team's activity inspecting abandoned vehicles across the operational area, and ensure processes are correctly followed to facilitate the removal of any vehicle deemed abandoned.
<ul style="list-style-type: none"> • Manage the budget, procurement and deployment of new and replacement litter / dog-waste bins in both districts.
<ul style="list-style-type: none"> • Undertake regular 1to1s with direct reports (5x).
<ul style="list-style-type: none"> • Coach, develop and appraise relevant staff ensuring they are equipped to deliver a high quality, efficient and effective service that is continuously improving and highly responsive to internal and external customers' needs.
<ul style="list-style-type: none"> • Develop and motivate staff by providing direction, identifying emerging issues and determining priorities.
<ul style="list-style-type: none"> • Identify and deliver continuous improvement/best practice initiatives.
<ul style="list-style-type: none"> • Liaise with the Contractor (at Operations Manager level) and identify and document any defaults in service provision, instruct the Contractor in accordance with set procedures, and raise defaults for non-performance as necessary.
<ul style="list-style-type: none"> • Liaise with the Contractor (at Operations Manager level) with regards to any changes to service provision as a result of locally influencing factors (e.g. weather, damage, road closure, vehicle breakdowns, etc), and where relevant alert relevant stakeholders and partners likely to be affected.
<ul style="list-style-type: none"> • Obtain and review quotes for any additional works to be undertaken outside of the standard contract specification requirements, and check that any commissioned works have been completed to satisfaction and within specified time limits.
<ul style="list-style-type: none"> • Attend monthly Contract Meetings with the Contractor's management team and in support of the Head of Waste Services.
<ul style="list-style-type: none"> • Work with other sections of the Councils (particularly Environmental Enforcement, Housing, Parks colleagues) to deliver a practical and, so far as is possible, integrated approach to waste and environmental management.
<ul style="list-style-type: none"> • Liaise with volunteer groups organising clean ups, arrange for rubbish to be collected from agreed pick up points, and organise (chargeable) clear-ups for Special Events.

<ul style="list-style-type: none"> • Manage small projects as determined by the Head of Waste Services, or through the work of the Kent Resource Partnership.
<ul style="list-style-type: none"> • Assist the Head of Waste Services in the preparation of reports, policies, charters, publicity and promotional material in connection with waste and cleansing policies or initiatives.
<ul style="list-style-type: none"> • Assist the Head of Waste Services in the development of the Council's partnership with the Kent Resource Partnership, District and Borough Councils and other relevant organisations.
<ul style="list-style-type: none"> • Represent the Councils at various parish and town councils and other community group meetings, including making presentations to these bodies.
<ul style="list-style-type: none"> • Assist the Head of Waste Services in the development and drafting of new recycling, waste collection, and cleansing services / contracts.

CORPORATE RESPONSIBILITIES

<ul style="list-style-type: none"> • Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
<ul style="list-style-type: none"> • To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
<ul style="list-style-type: none"> • To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none"> • To ensure our customers are valued by taking into account their views and needs in all that we do.
<ul style="list-style-type: none"> • To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none"> • To communicate openly and honestly with colleagues, members and customers.
<ul style="list-style-type: none"> • To undergo any training necessary to be able to fulfil the requirements of the job.
<ul style="list-style-type: none"> • To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Person Specification: Waste Operations Team Leader

Important Information for Applicants: The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> Degree-level education (ideally in waste or an environmental subject) or relevant equivalent experience. Good basic education to GCSE A-C standard or equivalent (including maths & English), or relevant experience that demonstrates proficiency in maths and English. 	✓ ✓		
	Desirable <ul style="list-style-type: none"> Waste or environmental higher education qualification Waste-related qualification Health & Safety-related qualification 	✓ ✓ ✓		
Experience and Knowledge	<ul style="list-style-type: none"> 3-5 years' recent and relevant experience in contract management Knowledge of waste, recycling, cleansing and environmental issues Knowledge of Environmental Legislation Experience of effective written communication with a range of stakeholders Relevant experience of effective customer and contract management Knowledge of Health and Safety requirements in the waste industry Competency in Microsoft Office standard applications. 	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓	
	Desirable <ul style="list-style-type: none"> Experience in the waste management sector Experience of working in a local authority 	✓ ✓	✓ ✓	

Skills and Abilities	Essential <ul style="list-style-type: none"> ▪ Ability to work as both leader and member of a team ▪ Ability to operate on own initiative with minimal supervision ▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach. ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels. ▪ Ability to find effective solutions with a range of stakeholders. ▪ Flexible approach to work including occasional evening and weekend work. ▪ Ability to travel around the district in an efficient and effective manner 	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
	Desirable <ul style="list-style-type: none"> ▪ Experience managing / leading teams 		✓	