

Job Description

Job Title:	Team Leader - Waste (Disposal)
Strategic Team:	Waste Disposal
Service:	Waste & Business Systems
Business Unit:	SWISCo
Responsible To: (<i>day to day issues</i>)	Team Manager – Waste Strategy & Performance
Accountable To: (<i>line manager</i>)	Team Manager – Waste Strategy & Performance
Salary Grade: (<i>Spinal column points only</i>)	Grade F SCP 12 – 17
JE Ref:	SWIS045

Job Summary

You will be an important part of the Waste Transfer Station and Household Waste and Recycling Centre team as you will take a lead role in carrying out a range of tasks to ensure the site is safe and clean, to make sure the customer experience is as good as possible and that as much material as possible is recycled.

The Team Leader will not only carry out tasks but also be an important link between the Team Manager and the Operatives. You will be responsible for organising and supervising your crew by deciding the best way to carry out the tasks given to you by the Team Manager and making sure they are done safely and effectively.

Most of the tasks are regular duties and will include

- Ensuring the baler hall/transfer station/HWRC is operational and safe on a daily basis
- Report any vehicle issues
- Organise disposal and collection of recycled materials as required
- Operate weighbridge as required
- Operate all machinery on site
- Be familiar with all aspects of the baling equipment and be able to carry basic maintenance and repairs as required
- Allocation and checking of work

From time to time you will be expected to work elsewhere within Torbay or carry out different tasks to what you normally do.

You will be provided with Personal Protective Clothing that you will have to wear at all times and a range of training in methods of safe work that you must carry out. You will also be expected to make sure your crew are working safely and wearing the correct PPE.

You will be expected to work with the Team Managers to plan schedules of work and input into this your local and professional knowledge.

It is important that you are friendly and helpful to the people you meet who are generally polite and will be appreciative of the work you are doing.

You will be driving vans and possibly specialised machinery on and off the road and will so safely and make sure the vehicle is checked and inspected and kept clean and tidy.

You should be proud of the work you do in this role as it will help others enjoy their work and make Torbay a great place to live work and play.

1. Key Purpose of Job

- 1.1. To be responsible for the day-to-day supervision of a crew ensuring effective delivery.
- 1.2. To supervise and oversee the operation of the designated service site, crews and locations to maintain compliance with all legislation and regulations related to the service.
- 1.3. To support in the delivery of transformation, whilst supporting the sustainable delivery of an effective, efficient, and compliant service.
- 1.4. To work with the Service Managers, Key Partners and stakeholders to achieve planned outcomes on both a long and short-term basis internally and community wide.
- 1.5. To promote a Health and Safety culture.
- 1.6. To lead by example and secure employee engagement.

2. Anticipated Outcomes of Post

- 2.1. An efficient, effective and professional service that, as a minimum, meets the national and local performance targets and delivers high quality outcomes for Torbay and its residents.
- 2.2. That Torbay's residents receive an efficient and timely service in line with the performance standards set out in the Service Level Agreement with Torbay Council.
- 2.3. To support team managers to reach agreed targets for the provision and quality of the service.
- 2.4. Day-to-day supervision of staff members and task allocation to ensure work is undertaken consistently, with equal opportunity and in line with SWISCo HR policies and procedures.
- 2.5. That SWISCo, the service and Torbay Council are recognised for efficient service delivery in the community.
- 2.6. The service remains legally compliant.
- 2.7. One team one goal

3. List Key Duties and accountabilities of the post

- 3.1. Work closely on a day-to-day basis with team managers and other team members to promote and ensure efficient communications at all levels within the team and service as well as between departments.
- 3.2. To provide day-to-day supervision of a crew of staff in order to maximise and utilise them efficiently.
- 3.3. Ensuring all staff in the crew are briefed on the roles and responsibilities required of them,
- 3.4. Ensure the crew operations meet with SWISCo's safety, performance and operational targets. To include maintaining effective understanding of health and safety with regard

to safe working practices to ensure that teams are given adequate training/advice and that this is recorded.

- 3.5. To maintain effective working standards, time recording and resources, to ensure effective delivery of service provision in line with the established timeframes.
- 3.6. Support the implementation of new or changed policies and process to support the alignment of working practices with legislation and business needs.
- 3.7. Work with the team manager to develop innovative service ensuring adequate practices are in place for Company procedures, codes of practice and statutory provisions.
- 3.8. Providing regular communication to the senior management to maintain effective service delivery and highlight issues that may adversely affect service delivery for prolonged periods.
- 3.9. Making, facilitating, and fostering effective relationships that support a team ethos.
- 3.10. Support with effective complaint management by ensuring that all facts, context and data is made available to managers to ensure an adequate response to any complaints can be made in accordance with policy and published procedures.
- 3.11. To ensure that SWISCo operates and maintains employee resourcing effectively and to establish safe and effective working practices.
- 3.12. Motivate and lead teams effectively as well as recognise any training needs, along with providing active encouragement to support achievement. To do this by providing clear goals and standards that need to be achieved.
- 3.13. Actively engage with other team members within the business to ensure a collaborative and seamless integration of service provision to both internal and external customers.
- 3.14. An effective Health and Safety culture is fostered and maintained
- 3.15. To effectively utilise and direct the use of materials in accordance with legal requirements, examples include New Roads and Street works Act 1991, Safe use of Pesticides and COSHH.
- 3.16. Undertake pre-use/PUWER checks of plant and equipment and record the results as necessary.
- 3.17. To dynamically risk assess each step of the process and report any incidents, hazards and/or near misses to team supervisor/manager, recording the results as necessary.
- 3.18. To compile records to support applications for payment either digitally or manually.
- 3.19. Provide essential customer liaison with members of the public who might be affected by the ongoing works in their location.
- 3.20. Effectively programme work to align with target dates as set by the Team Manager.
- 3.21. To provide a high level of customer service when responding to queries from members of the public providing necessary advice and perhaps having to use some tact and diplomacy as well as a level of persuasion in some situation. Where required, sign posting the member of the public to other departments where required for any other types of advice or formal complaints

4. Budgetary / Financial Responsibilities of the post

- 4.1. No financial responsibilities, however, should be able to recognise efficiency savings and report these to senior management in a documented way.

- 4.2. To detail and document records of work undertaken including photographs, identifying additional work, and recording dimensions and quantities

5. Supervision / Line Management Responsibilities of the post

- 5.1. Supervision and work allocation/checking of staff in groups of up to 5, assigned to vehicles or tasks. Providing day to day duties and direction whilst carrying out tasks
- 5.2. To ensure corporate and consistent process are undertaken and followed.

6. Working Environment & Conditions of the post

- 6.1. Manual role undertaken outside wherever the tasking requires works to be undertaken.
- 6.2. Working outside in all potential adverse weather conditions
- 6.3. Possible site visits to scenes of accidents or events.

7. Physical Demands of the post

- 7.1. Requirement to spend majority of the day on foot or walking on a variety of surfaces including uneven terrain when appropriate.
- 7.2. Operational requirement for repetitive movements such as operating plant, excavating and moving materials
- 7.3. Operational requirement for manual handling such as lifting, bending, carrying, pushing and/or pulling.
- 7.4. May be an operational requirement to work with hazardous materials which could include pesticides, cementitious products or products which may generate silica dust.

8. Specific Resources used by the post

- 8.1. IT equipment and mobile IT tablet
- 8.2. Driving of fleet vehicles
- 8.3. Operation of specialised plant and machinery up to the value of £50,000

9. Key Contacts and Relationships

9.1. External

Torbay Council departments
Nearby District Councils
Suppliers
Contractors
Community engagement/partners/volunteers

9.2. Internal

Operational teams/Service Managers
Finance team
Senior Management Team

10. Other Duties

10.1. To undertake additional duties as required, commensurate with the level of the job.

Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles.
- c) SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- d) The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures.
- e) The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- f) The post holder will be based at Tor Park Road may be required to move their base to any other location within the company at a future date.
- g) The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes.
- h) If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information which will be audited on a quarterly basis and undertake any required assessments.
- i) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions
- j) SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

Note for Candidate**All Candidates**

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

Person Specification

Job Title:	Team Leader – Waste (Disposal)	Strategic Team	Waste Disposal	Service:	Waste & Recycling	Business Unit:	SWISCo Ltd
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Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
<ol style="list-style-type: none"> 1. Effective people management and leadership skills. 2. Proven ability to supervise, lead and motivate staff. 3. Effective IT skills and the use of Microsoft and 365, to include the use of bespoke software and hardware platforms. 4. Able to demonstrate effective collaborative working with others including those from other departments and partner agencies. To include being a team player. 5. Possession of effective analytical skills in order to problem solve and then implement relevant solutions successfully. To use such analytical skills in order to challenge existing practices and seek value for money alternatives to deliver long and sustainable economic benefits. 6. Possession of and can demonstrate effective numeracy skills. 7. Effective organisational skills as well as being able to apply effective attention to detail. 8. Effective skills in order to prioritise and manage own time and team time and workload to meet targets and demand, to include conflicting deadlines. 9. Able to work on own initiative proactively and with the minimum of direction. 	<ol style="list-style-type: none"> 1. Understanding of MS Teams and Office 365.

<ol style="list-style-type: none"> 10. Excellent interpersonal and communication skills to include the skills required to handle sensitive issues sympathetically and effectively. 11. Effective negotiation skills when dealing with suppliers, (agency), staff and members of the public. 12. Provision of effective leadership to include the use of excellent and commercially based decision-making skills. 13. Proven ability to engage persuasively with staff at all levels to influence a successful outcome. 14. Possess investigative skills with the use of a probing and inquisitive nature. 15. Effective communication skills in order present information to others concisely and consistently. 16. Possession of impeccable customer relationship and service skills in order to demonstrate a customer focused approach. 17. Able to formulate and present data to support evidence led decision making. 	
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Essential Knowledge:	Desirable_Knowledge:
<ol style="list-style-type: none"> 18. Strong and effective knowledge of Health & Safety legislation 19. Effective knowledge and understanding of how to manage, including all aspects of people management and accurate record keeping. 20. Knowledge and understanding of effective leadership qualities and practices. 21. Practical knowledge and understanding of legislative and statutory obligations which affects the service area of responsibility. 22. Effective knowledge, understanding of data protection and confidentiality. 	<ol style="list-style-type: none"> 2. Working knowledge of supervisory techniques. 3. Understanding of effective management practices in terms of planning to achieve agreed targets and objectives and providing leadership. 4. Awareness of the commissioning process, including commissioning agreements and SLAs. 5. Awareness of quality control methodologies.

<p>23. Effective knowledge and understanding of report writing and how to present such reports and data.</p> <p>24. Effective knowledge and understanding of HR practices and procedures, to include equal opportunities.</p> <p>25. Effective knowledge and understanding of how-to performance manage resources to enable successful outcomes.</p>	
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Essential Experience/Achievements:	Desirable Experience/Achievements:
<p>26. Previous supervisory and leadership experience.</p> <p>27. Experience of working in a time critical environment.</p> <p>28. Experienced in the delivery of systems, policies and procedures that ensure compliance and service improvement.</p> <p>29. Experienced in performance monitoring and working within a performance driven organisation and against Key Performance Indicators or other performance related targets.</p> <p>30. Experience of problem solving to successful outcomes.</p> <p>31. Able to demonstrate in-still trust to staff members at all levels, clients/customers and the general public.</p> <p>32. Experience of demonstrating and promoting equal opportunities.</p>	<p>6. A proven track record of implementing innovative and wide-ranging solutions.</p>

Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
<p>33. Educated to A Level or equivalent standard or has equivalent organisational knowledge and experience.</p> <p>34. Full Drivers Licence/Cat C.</p> <p>35. Hold relevant plant and/or machinery operator licence, such as forklift truck/mower</p>	<p>7. Evidence of continued professional development</p> <p>8. Membership of relevant professional body.</p>

Essential – Other requirements of the job role

- Ability to carry out the physical requirements of the role (i.e. manual handling, outdoor working)
- Ability to travel efficiently around the Bay in order to carry out duties
- Ability to accommodate early starts and unsociable hours
- Ability to accommodate occasional homeworking