



Ipswich Borough Council
Job Description: L90a

Supervisor - Waste & Cleansing

Main Purpose of Job

To manage the operational delivery of the Domestic and Commercial refuse collections, and Street Cleansing Services within the Borough of Ipswich.

Main Duties

1. To lead and manage staff including agency staff, to deliver services; providing necessary instruction, guidance and support to ensure compliance with legal requirements and IBC Policies and Procedures.
2. To be responsible for the day to day management of the services ensuring customer satisfaction, carrying out Local environment quality surveys making necessary changes, and delivering a high quality service in accordance with established standards.
3. To carry out all aspects of people management including recruitment, performance management, appraisal, training and development, motivation and discipline in accordance with agreed service plans and Council policies.
4. To be responsible for work planning, effectively utilising employee, vehicles, plant and equipment, purchasing all necessary supplies and equipment, ensuring cost effectiveness at all times.
5. Fully utilise the use of IT systems and technology to obtain maximum efficiencies in both the refuse and street cleansing operations e.g tracking systems for work allocation.
6. To take financial responsibility including budget monitoring, investigating where actual varies from target and effecting remedies, providing financial information and estimates/quotations internally or externally and invoice authorisation.
7. To manage health, safety and welfare of employees, agency staff and members of the public ensuring that employees are trained in, and adhere to safe working practices and environmental procedures including incident & accident management in accordance with Council policy.

8. To gather information of all accidents & incidents in accordance with council procedures, ensuring the correct paperwork has been completed and handed into the relevant manager. Co-operate with managers to implement identified improvements in practice.
9. To participate as a member of the Waste Management team including liaison with customers, landlords, interest groups and the general public to develop services which includes medium to long term planning, introducing new technologies, reviewing working practices and systems.
10. To ensure drivers carry out their responsibilities in relation to vehicles ensuring legal compliance, completing daily driver's logs or drivers hours have been recorded on a tachograph card if on EU regulations, liaising with Transport Manager or Fleet Engineer to ensure vehicles are available to deliver service efficiently and safely.
11. To devise and carry out planned quality inspections on all crews and vehicles covering Health & Safety, vehicle maintenance, cleanliness of vehicle inside and out, service quality and delivery in order to meet service aims and key performance indicators.

Such variations may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

PERSON SPECIFICATION

Job Title: Supervisor – Waste & Cleansing

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications	2 A levels demonstrating literacy skills or an NVQ level 3 in Management and 3 years qualitative experience in a supervisory or managerial role Institution of Occupational Safety and Health (IOSH) Managing Safely Relevant Health & Safety Knowledge e.g. carry out Risk Assessments, carry out inspections and maintenance, be able to identify hazards Technical understanding and knowledge of waste, recycling and street cleansing industries including methods utilised, modern techniques, performance barriers, performance measurement. Knowledge and experience in the use of specialist plant, vehicles, equipment and machinery utilised in Waste Management industries.	City & Guilds in Winter Maintenance LGV II Licence Driver Certificate of Professional Competence (DCPC) Accreditation Knowledge of appropriate regulations, legislation & practice for Domestic Waste, Trade Waste and Composting Local Government knowledge Quality processes awareness Knowledge and understanding of waste management issues, for example development and implementation of Management/Action Plans	Relevant certificates Driving licence Application
Work related experience, skills and competencies	Proven experience of supervising staff including monitoring individual objectives & giving feedback on performance Knowledge and experience of health and safety	Experience in a similar environment Experience in Recruitment & Selection, Disciplinary & Grievance & in conducting appraisals	Application Form/Interview

	legislative requirements relating to Waste Industry Knowledge of appropriate regulations, legislation & practice for Domestic Waste, Trade Waste and Composting Local Government knowledge Quality processes awareness Knowledge and understanding of waste management issues, for example development and implementation of Management/Action Plans	Financial awareness Winter Maintenance Herbicide application knowledge and experience Ability to undertake development/training of self and others	
Personal skills	Ability to work on own initiative Ability to work well in a team The ability to communicate effectively with a range of stakeholders, including the public and external organisations Good customer care skills; ability to deal with enquiries and complaints Demonstrate a customer focused and responsive approach that improves service delivery	Presentation skills Practical research skills Advocacy/diplomacy skills to resolve conflict situations	Application/ Interview/ References
Special working conditions	Ability to work weekends, evenings, Bank Holidays, extreme weather		Application Form/Interview