

GENERIC ROLE PROFILE

Technical Supervisor (Waste)

PROFESSIONAL / TECHNICAL JOB FAMILY: PTB

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide specialist, technical and professional knowledge and expertise to help in the delivery of a high-quality customer service ensuring the council meets its relevant obligations in accordance with relevant legislation, codes of practice and other regulatory requirements.

INDICATIVE WORK ACTIVITIES

1. Provide specialist advice and support both internally and externally whilst using good judgement, analytical /creative skills to avoid risk, make decisions and resolve issues and problems without always ready access to a manager.
2. Provide relevant technical direction, support and training to colleagues (and guide the decisions they make).
3. Contribute to and deliver the review and updating of relevant service specific policies and procedures.
4. Represent and protect the reputation of the council both internally and externally as part of your work and advise on the formulation of associated strategy and framework.
5. To advise, guide and where appropriate negotiate on relevant service, strategic or policy issues within the postholder's relevant professional/technical discipline.
6. Fulfil the work schedule and key performance targets set for your role and team, including the management and delivery of a related caseload of work.
7. Make a significant contribution to specific project work, including the associated fundraising, budget, oversight, procurement and purchasing.
8. Where necessary lead a team of people to deliver a project (or discreet part of a service), including, where appropriate, the management and procurement of physical and financial resources and plan the capacity, ability and work schedules, accordingly.
9. Demonstrate strong customer focus when developing both internal and external partnerships relevant to your work, building strong links with other similar professionals to ensure a corporate approach is achieved and continue this standard throughout any subsequent management of contracts.

10. Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently, and then assist with the embedding process and performance improvements.
11. Research, report and analyse performance management information to make useful recommendations for process and performance improvements and advice management in their decision-making.
12. Retain relevant professional membership or licence, work to its codes and participate in learning that will help you perform your role successfully and the wider team meet the standards expected.

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

| | |
|---|--------------|
| JE Reference | EO3.2 |
| Purpose | |
| <ul style="list-style-type: none"> The purpose of Supervisor (Waste) is to supervise a team contributing to keeping Worcester City tidy, colourful and safe and provide technical and expert knowledge in relation to Waste services. | |
| Service to Customers | |
| <ul style="list-style-type: none"> Supervise a team that contributes to keeping Worcester City tidy, colourful and safe, making it a great place to live, work, visit and study. Take a day to day lead for the implementation of robust health and safety practices, completion of associated paperwork, review and implementation of risk assessments and safe working procedures. Plan capacity, ability and work schedules and use your practical knowledge of the service area to provide relevant and technical direction, support and guidance to your team including formal and structured on the job training and induction. Provide effective communication with front line teams so that they kept informed of and able to engage with council wide activity and plans. Technical Support provides specialist knowledge and input to service delivery, for example ensuring compliance with waste legislation and return of performance data. To act as a lead across environmental operations on procurement. Ensure efficient customer focused delivery within areas of responsibility. Proactively manage customer relations and expectations and be responsible for ensuring any service failures are dealt with promptly, efficiently, professionally and by the right people. Provide professional leadership to the team, develop and manage staff and ensure high standards of customer service, ensuring that enquiries and complaints are dealt with in a courteous and timely manner. Assist in defining service delivery targets and managing performance within agreed budgets to achieve continuous service improvement. | |
| Business Improvement/planning responsibility | |
| <ul style="list-style-type: none"> Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently and assist with the embedding of process and performance improvement. Environmental Operations is one big team. Although there are smaller teams operating across the service, we do expect every employee to use their skills for the benefit of any of team as and when they are needed. A flexible approach is required as areas of responsibility may change with ongoing improvement and transformation of services. | |

- Take an interest in the activities of the wider Council and where you can participate in events and corporate activity.

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

| Contact | Frequency | Nature of contact |
|---|--------------------------|--|
| Front line teams/colleagues across service area | Daily | Day to day service delivery, allocation of work, problem/complaint solving, service improvement, regular communication, team meetings etc. |
| Supervisors | Daily | Day to day service delivery and improvement/cover for each other across services |
| Managers | Daily | Day to day service delivery and service improvement. |
| Customers | Daily/Weekly | Dealing with service requests/complaints. |
| Head of Service | Daily/weekly | In relation to service improvement – for example introduction of a new or changed service – and day to day service deliver. |
| Councillors | Weekly/ Monthly | Often in relation to complaint resolution or requests for service; also through attendance at a working group or briefing |
| Colleagues across the council | Daily/Weekly/ Monthly | E.g. to seek advice/input relating to service delivery or in relation to staff management e.g. Procurement/People Services |
| Directors | Occasionally | Corporate briefings and in relation to service improvement and delivery |
| Other stakeholders – e.g. colleagues in other authorities | Occasionally | E.g. to discuss issues related to day to day service delivery or to benchmark around how other councils deliver services. |

Managing Resources (people, equipment, buildings)

Accountability

- To supervise, motivate and inspire a team responsible for delivering high profile front line environmental operational services.
- Personal and line management responsibility to ensure compliance with risk assessments and health and safety legislation, promoting a safe and healthy culture.
- To assist in the growth of Waste Services and Fleet, through income generation
- To deliver positive outcomes wherever possible for the benefit of the customer, council and staff and other stakeholders.
- To cover for supervisors across environmental operations as needed.

Procedural Context

- Play your part in maintaining a good working relationship with your employer.
- Positively participate in the management and supervision process through appraisals, target setting exercises and training as advised.
- Be aware of and know how to find and use the Council's policies and procedures that support and guide you and your team.

Key Facts and Figures

Knowledge and Skills

Essential:

- Relevant management or industry related experience
- Experience of line management in an operations environment, supervising a team to meet KPIs
- Experience of dealing with personnel issues and have a basic understanding of employment legislation
- Demonstrate an ability to use your own initiative and be highly organised
- Experience dealing professionally and respectfully with members of the public and have a track record implementing a customer focused culture
- Demonstrate an ability to remain calm under pressure
- Knowledge of Health and Safety related legislation and experience of implementing successful practice in a team
- Track record of personal development and a willingness to learn
- Ability to work in a busy environment, take and give instruction whilst maintaining goodwill
- Proven experience of keeping good records and writing incident reports as needed
- An ability to exercise professional judgement and discretion
- An ability to think and act commercially
- Demonstrate high standards of discipline and behaviour setting the tone for the people you supervise
- Good level of literacy, numeracy and IT skills, able to produce reports and use applications such as Microsoft Office
- Driving licence
- Ability to work on call on a rota based agreement

Desirable:

- Relevant management or industry related qualification
- Delivering on the job training
- Working in a unionised environment

Behaviours

1. Work to the Council's values
2. Aware of the Council's safeguarding policy and how to report any concerns
3. Aware of the Council's Health and Safety policy and committed to safe working practices