

# **RUGBY BOROUGH COUNCIL**

## **JOB PROFILE**

**Post No.****Post Title:** Waste Operations Manager**Unit/Team:** Works Services Unit (WSU) – Waste Operations**Grade:** Grade G**Service:** Operations & Traded Services**Reports to:** Waste Services Team Manager**Issue Date:** March 2025

### **PURPOSE OF THE JOB**

To manage the waste services operational functions delivered by the Council. These services currently consist of household and commercial waste and recycling collections, street cleansing and cleaning activities, bulky waste collections and waste transfer station compliance.

To assist the Waste Services Team Manager with commissioning new services and initiatives for all domestic and commercial waste collections and disposal.

To manage the Waste Operations Team and waste transfer station.

### **1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 Responsible for the management of Waste Operations and support staff, agency workers and contractors delivering the Council's Waste and Street Cleansing services.
- 1.2 To deputise for the Waste Services Team Manager.
- 1.3 To deploy resources to ensure Waste Operations are adequately resourced, compliant, operate efficiently and effectively and continuously providing the highest standards of service delivery.
- 1.4 To ensure Health & Safety requirements, Safe Working Practices and Standard Operating Procedures are in place, fit for purpose, monitored, reviewed and regularly updated.
- 1.5 To ensure all staff receive a full induction and training to undertake their role.

- 1.6 To ensure a pro-active approach to people management practices including workforce engagement, behaviour management, disciplinary, welfare, sickness absence, performance management, capability working closely with the HR Business Partner.
- 1.7 To proactively manage the teams to ensure effective service delivery, through regular operational team meetings, 1:1s and PDR's, together with ad hoc interventions when required.
- 1.8 To develop the team's skills, knowledge and expertise through training and coaching, to enable them to deliver a modern waste service that meets the needs of the customer.
- 1.9 To ensure sickness absence within waste operations is proactively managed though supporting return to work, sickness consultation interviews and welfare meetings in accordance with the relevant HR policies, working closely with the HR Business Partner.
- 1.10 To support and coach Supervisors with their supervisory responsibilities.
- 1.11 To ensure the accurate recording, monitoring, analysis, and processing of financial information and operational data.
- 1.12 To control waste operations budgets, performance data and procurement activities and achieve compliance with RBC Standing Orders and Financial Regulations working with the Finance Business Partner.
- 1.13 To be responsible for the accurate monitoring and authorisation of agency staff and overtime hours.
- 1.15 To implement route optimisation, ensuring continuous monitoring and updating to reflect changes across the Borough and that work is fairly allocated across the operational teams.
- 1.16 To build effective working relationships across the service, Trade Unions and cross organisational teams to ensure that all views are considered and root causes of issues are identified and resolved, ensuring service delivery is compliant and meets customer and organisational needs.

## **2 OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 To conduct all activities in line with the Council's Corporate objectives, promoting a positive image of the Council.
- 2.2 To have due regard to equality, diversity and inclusion and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained.
- 2.3 To respond to complaints, freedom of information requests and general enquiries from the public and councillors.

- 2.4 To prepare reports for Cabinet, Council, working groups and other bodies and attend committees, public meetings and consultative bodies as requested.
- 2.5 To participate in response to emergencies.
- 2.6 To undertake other duties and responsibilities commensurate with the grade of the post.

### **3 SUPERVISORY RESPONSIBILITIES**

To manage the waste operations and support team.

### **4. FINANCIAL RESPONSIBILITIES**

The post holder has responsibility for managing and monitoring the waste operations budgets and for ensuring they are delivered within budget.

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

The post holder has responsibility for the safe use of the fleet of vehicles allocated to waste operations teams.

Responsibility for ensuring that information created, received, acted upon or passed on is accurate in conjunction with the Councils Data Quality Strategy.

Monitor and report on how the day to day activities of the waste operations teams contribute to the calculations of performance indicators and create mitigation methods to improve the teams performance.

### **6. EXTENT OF PUBLIC CONTACT**

The post holder will be required to liaise with officers, councillors, suppliers, contractors and members of the public.

Attend meetings and events as required.

### **7. WORKING CONDITIONS AND ENVIRONMENT**

Based at the Works Services Unit, Hunters Lane, Rugby.

Flexible working hours between 6am and 6pm Monday to Friday.

Support with the supervision of the street cleansing crews may be required on Saturday mornings.

The ability to travel to locations in and outside the borough is essential.

Occasional need to work outside normal office hours e.g. evenings, weekends and bank holidays.

The post holder is expected to ensure there is adequate cover across Waste Operations for Bank Holidays.

## **8. CORPORATE RESPONSIBILITIES**

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

## **9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



**Post:** Waste Operations Manager

For effective performance of the duties of the post, the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria.'

Criteria	Essential/ Desirable	Method of Assessment
Extensive experience in the waste management industry including delivering a client service within a highly regulated environment and subject to public scrutiny	E	A
Experience of local government client or contractor operations	E	AI
Significant experience of managing a team including the ability to lead and motivate a diverse workforce	E	A, I
Experience of budget management	E	A/I
Excellent verbal and written skills	E	A,I
Ability to prepare, understand and analyse financial, performance and other statistical information	E	A, I
Excellent interpersonal and communication skills with a variety of stakeholders	E	A, I
Excellent problem-solving with the ability to influence and persuade	E	A,I
IT skills (Microsoft Office) with high degree of competence and accuracy	E	A,I
Certificate of Technical Competence (COTC) or studying toward or willingness to work towards achieving the qualification	E	A,I,D
A commitment to work within our CAN DO values.	E	A, I
Experience of managing contracts to specification.	D	A,I
LGV (Cat C) license.	D	A,D
IOSH or equivalent Health & Safety Qualification or willingness to work towards achieving the qualification within 12 months.	D	A,D

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D