**Job Description**

**Main Purpose of Job:**

To support the management of the Waste, Recycling and Cleansing Service. Ensuring services are delivered in a professional and effective way, with our customers and residents of East Suffolk at the heart of everything we do, enabling us to be responsive to their changing needs.

To deliver the services by always remaining compliant with relevant legislation and good practice.

To contribute to the ongoing operational management and development of the Company and its services.

To provide leadership to the Refuse and Cleansing Services staff.

**Initial Key Responsibilities:**

**Resource Management**

Effective management of all resources used for the delivery of Refuse and Cleansing services, including:

* To assist in the control and direction of resources across the full range of these services, ensuring sufficient and suitable resources are available to secure optimum efficiency and effectiveness to achieve service standards and performance measures.
* To ensure service delivery is planned and managed in compliance with all relevant legislation (eg Environmental Protection Act, the Health and Safety at Work Act, within the framework of OHSAS 18001) and that standards are met by the Company, including programming and overseeing the compilation and maintenance of Risk and COSHH Assessments.
* To assist with Business Continuity planning and reviews.
* To maintain effective management within the services in accordance with jointly agreed procedures and provide adequate training and instruction to ensure standard practices, work specifications and other statutory requirements are complied with.
* To ensure that adequate resources are available to enable an effective out of hours operational emergency service is provided (if appropriate).
* To assist in staff recruitments and inductions and carrying out annual appraisals, development reviews and any other human resource activities as required.
* To provide effective support to the Refuse and Cleansing staff in resolving service issues that may be identified.
* To proactively involve and consult with staff and support the Company’s culture of openness and understanding.
* To ensure clear and consistent communications with staff and a systematic approach to regular meetings and two-way communications opportunities.
* Training and development of staff to fully achieve their potential and ability to contribute to the delivery of the Company priorities and service policies and objectives.
* To manage resourcing in the event of sickness, leave or staffing problems by supporting other areas.

**Customer and Stakeholder Engagement**

Ensure effective Customer Relations are developed and maintained, including:

* To positively respond to and deal with customer/stakeholder enquiries and complaints and ensure they are informed of service performance, as necessary.
* To ensure that the Customer Services Team are updated on service affecting issues/progress and enquiry/complaint responses (as required).
* To positively respond to Customer Survey feedback and service delivery complaints, to improve customer and service quality outcomes.
* To develop and maintain partnership working with the Contract Management Team of ESC.
* To assist in keeping Ward Members and Town and Parish Councils informed when there are changes to services provided by the Company that affect them and/or their locality.

**Financial Management and Control**

Ensure that value for money is achieved and that expenditure is in accordance with Company and Services priorities:

* To assist with compiling the annual service budgets for expenditure and income.
* To assist with robust budget monitoring and control throughout the financial year and the effective management of variances.
* To assist with the end of year financial outturn and reporting routines, including stock-taking and the identification of listed creditors and debtors.
* To undertake the ordering of relevant goods and services, including negotiating prices and discounts, in accordance with the current Authorisations and Certification protocol, and assist with the resolution of any supplier problem areas/chasing of goods/supplier invoices or credits.

**Innovation and Productivity**

* To contribute to the organisational culture of continuous improvement, service excellence and innovation.
* To review and evaluate technical innovations affecting services provision and productivity, making timely proposals for change as required.
* To review working practices and methods to maximise productivity and determine optimum service delivery to better satisfy customer and operational requirements.

**Specific Responsibilities**

* To contribute to the production of the Refuse and Cleansing Services Balanced Scorecard, incorporating operational priorities and performance measures. Monitor and report outcomes against agreed targets, together with actions required to address any adverse variances.
* To assist in ensuring the Service Level Agreement/Service Plan documentation is compiled, regularly reviewed, updated and enhanced.
* To assist in all designated actions and checking in respect of Continuous Improvement Programmes, carrying out regular inspections of the depot in accordance to policies and procedures ensuring an appropriate level of cleanliness and storage is maintained.
* To maintain awareness of and respond to legislative or industry led changes and assist in implementing appropriate Directives and Guidance to maintain compliant services.
* To provide service information and assist in preparing management reports.
* To ensure appropriate management input and response to Emergency situations as required.
* To respond to the requirements to review and develop services considering changes in statutory powers, legislation, approved codes of practice or service priorities, policies and objectives.
* To support the development and marketing of the commercial services, to increase business growth and to promote and raise the profile of the Company and its service provision capabilities.
* To assist with the preparation of quotations and tender submission documentation and costing for the range of services managed.
* To joint work across both depots if needed to achieve efficiencies and effective working.
* To undertake such other duties a may reasonably be required compatible with and/or arising from those listed above.

**Line Manager: Operations Manager**

**Responsible for: Refuse and Cleansing staff**

Note: This is a description of the job as it is constituted at August 2024 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Previous experience working within the industry.
* Awareness of Health and Safety at work requirements and specifically current COSHH Regulations.
* Knowledge and understanding of legal requirements of Waste Management Licensing and Transfer Regulation and the Environmental Protection Act
* An understanding of technical innovations effecting services /plant/vehicles and equipment
* Previous experience of preparing Specifications
* Awareness of Refuse and Cleansing Operational Services.
* Experience of managing multi-disciplined teams and resource allocation.
* Commercially aware, with financial and budgetary experience.
* Experience in dealing with customers through email, and telephone
* Knowledge of the Microsoft Office package (Word, Excel, Outlook, Team)
* Knowledge of Bartec
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| **Skills and Abilities:** | * Excellent communication skills
* Ability to effectively communicate with clients/customers, agency organisations/departments, staff workforce and colleagues.
* Ability to control and manage all resources to secure optimum efficiency and high standards of service delivery.
* Demonstrate day to day management and motivation of workforce.
* Negotiation skills
* Leadership qualities – able to motivate, support and lead others in order to reach both set goals.
* To ensure that quality and productivity standards are met.
* Ability to prioritise and reprioritise workload under pressure.
* Ability to problem solve and react quickly.
* Understands and applies commercially financial principles. Views issues in terms of costs, profits, markets and added value.
* Positive approach - maintains effective work behaviour in the face of setbacks or pressure.
* Ability to work on own initiative as well as part of a team.
* Proactive response to situations with innovative problem solving skills
* High levels of attention to detail
* Ability to converse with the customers and the public in, stressful and emotive situations whilst remaining polite, and empathetic always providing excellent customer service.
* Ability to take ownership and demonstrate good initiative
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| **Education and Training** | * Relevant professional qualification or extensive experience in the industry.
* Continuous Development/Further training:
* As part of a general management development and to further improve services, the post holder will be expected to respond to the need for further training to improve management/technical skills.
* HGV Driving licence (To be discussed)
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| **Other Requirements** | * Expectation for one Assistant Manager at each depot to work Bank Holidays; this will be done on a rotation system keeping this fair. (Time off in lieu will apply)
* The service operates from 6am-4pm but this is dependent on the service and operational needs.
* Flexible and willing to work outside of normal working hours
* Full Driving Licence to meet the travel requirements of the role.
* Ability to travel to other offices/locations within the district on a regular basis.
* Necessary to work within data protection and confidentiality requirements.
* A commitment to own development and to supporting training and development initiatives.
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