



Role Profile

OPERATIONS SUPERVISOR			
Reference No.	SS1717	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Technical	Grade	FC6

Purpose
<p>Providing front line supervision in one or more of the following operational functions:</p> <ul style="list-style-type: none"> • Commercial Operations; • Recycling Centres; and • Resource Recovery Team. <p>The post holder is expected to work with minimum supervision and exercise judgement and initiative.</p>

Task or Responsibility - for this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - criteria can apply to more than one task or responsibility.	E	D
<p>Ensuring employees are appropriately deployed and supervise their daily activities.</p> <p>Planning and allocating resources to meet daily workload and reallocate in response to contingencies as they arise, such as absences and breakdowns.</p> <p>Reviewing operations, where appropriate, to maximise productivity.</p> <p>If required, participate in a stand-by rota.</p> <p>Ensuring that employees discharge their duties in accordance with Fife Resource Solutions' (FRS) procedures.</p>	<p>CMI SCQF Level 6 Award in First Line Management or qualifying experience.</p> <p>Current valid driving licence.</p> <p>Experience of manual outdoor working in all weathers (Deliver Results - see 'How We Work Matters' Framework).</p> <p>Supervising others as part of a large team.</p> <p>Experience of working in a team (Working Together).</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Ensuring employees are appropriately equipped; including the provision of the correct personal protective, safety and welfare equipment for the allocated work. This may involve the personal delivery of equipment and PPE items for which a vehicle is provided.</p> <p>Entering information into the iTrent system, e.g. overtime, public holiday working, expenses and annual leave.</p> <p>Using spreadsheets/mobile technology to record and update systems.</p> <p>Administrating annual leave on a daily basis.</p> <p>Allocating authorised overtime and standby duties.</p> <p>Ensuring accurate and timely completion of attendance/payroll records and any other relevant documentation.</p> <p>Ensuring accurate completion of operational records and pro forma as required.</p> <p>Maintaining a daily diary of supervisory activity to ensure key actions and observations are recorded.</p> <p>Planning for and adjust service delivery operations during or following periods of disruption due to inclement weather, public holidays and seasonal flux, etc.</p> <p>Implementing temporary suspension of service when required including the closure of facilities.</p>	<p>Communication skills.</p> <p>Conflict Management Skills.</p> <p>IT Skills (Embrace Technology & Information).</p> <p>Experience of maintaining accurate paperwork and detailed record keeping.</p> <p>Knowledge of iTrent system.</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p></p>	<p></p> <p>✓</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<p>Providing leadership and direction to allocated employees, including regular meetings with employees.</p>			<p>✓</p>

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<p>Contributing to good employee and industrial relations through the development and maintenance of effective communications with management, employees and trade unions.</p> <p>Ensuring up-to-date induction training is provided.</p> <p>Nominating employees to attend training courses.</p> <p>Providing regular 'hands-on' coaching in methods of service delivery to encourage and maintain good practices.</p> <p>Delivering employee 'tool box talks' as required.</p>			
<p>Monitoring attendance and applying procedures in relation to timekeeping and unauthorised absences.</p> <p>Assisting in maintaining attendance management targets in accordance with company policies and procedures. In particular, carry out absence notification procedures, return to work interviews, Stage A and review meetings, visits and calls.</p> <p>Assisting in recruitment and selection to fill section vacancies.</p> <p>Assisting with interviews.</p> <p>Monitoring and maintaining standards of conduct.</p> <p>Assisting in disciplinary, grievance and management investigations.</p> <p>Undertaking disciplinary action up to the appropriate level.</p>	<p>Knowledge of Fife Council's attendance management policy and procedure.</p>		<p>✓</p>
<p>Assisting in the investigation and resolution of complaints.</p> <p>Providing advice and information to customers making use of services to ensure customers comply with terms and conditions of use.</p>	<p>Experience of providing customer service (Focus on Customers).</p>	<p>✓</p>	

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<p>Responding to customer enquiries and requests including personal visits and calls as required.</p> <p>Assisting in the review of practices and procedures to improve service delivery, customer satisfaction and the effective use of resources. Liaising with and supervise external contractors and service providers as client officer for contract/sub contract.</p> <p>Assisting with providing estimates for chargeable work.</p>			
<p>Ensuring employees comply with health and safety policy and procedures.</p> <p>Carrying out accident reporting in line with procedure and assist in accident investigations.</p> <p>Investigating insurance claims and provide timely reports.</p> <p>Assisting with the compilation of risk assessments and COSHH assessments.</p> <p>Carrying out routine safety audits of activities, equipment and facilities at a frequency in line with company procedures and guidelines.</p> <p>Undertaking fire safety audits of premises, where appropriate.</p>	<p>Knowledge of health and safety (Take Ownership).</p>	<p>✓</p>	
<p>Liaising with principal contractors on a regular basis to ensure operational availability of fleet vehicles/plant.</p> <p>Ensuring there are adequate supplies of fuel, where appropriate.</p> <p>Assisting in the process of compiling relevant specifications prior to tender.</p>			

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<p>Identifying and reporting defects to properties, IT and mechanical plant and monitor repairs performance.</p> <p>Requisitioning stores and ensure appropriate deliveries of stores and consumables are made to fixed establishments. This may involve the post holder delivering stores and equipment using the vehicle that is provided.</p>			
<p>Ensuring security of buildings through the supervision of key holders or as a key holder.</p> <p>Ensuring CCTV and security systems are kept operational and faults are promptly actioned.</p>			
<p>Assisting in the achievement of Service performance standards and targets, taking appropriate action to address underperformance.</p> <p>Assisting in ensuring compliance with mandatory permitting/licensing and regulatory conditions linked to service operations.</p> <p>Undertaking compliance monitoring. Document administration and corrective actions in accordance with any management system in effect.</p> <p>Attending meetings with elected members and community council representatives, contributing to solutions, e.g. to complaints and concerns, and taking ownership of outcomes.</p> <p>Assisting with planning consultations insofar as they may relate to operational matters.</p>	<p>Experience of liaising with regulatory bodies, e.g. the Scottish Environment Protection Agency (SEPA), the Animal and Plant Health Agency (APHA) and the Health and Safety Executive (HSE).</p> <p>Knowledge of the relevant conditions of the Waste Management Licence and Pollution Prevention Control Permits and FRS' standard operation procedures.</p> <p>Knowledge of waste categories and relevant legislation, applicable to site management.</p> <p>Knowledge of relevant conditions of the Working Plan and Management Plan.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>The duties above are not intended to be exhaustive and the post holder will be required to undertake such other associated duties as determined by management.</p>	<p>Ability to provide a regular and effective service.</p> <p>Ability to undertake work anywhere in Fife.</p>	<p>✓</p> <p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check Required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information - the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How We Work Matters

Expected Behaviours - it is essential that you display the following behaviours, as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results