



# Role Profile

Team Manager – Operations			
Reference No.	A4557	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Team Manger 2	Grade	FC9

Purpose
<p>To be responsible for the management of waste services for Fife Resource Solutions including, Managing a Commercial Waste Collection vehicle fleet, nine Recycling Centres and 300 + Recycling Points.</p> <p>Ensure efficient and effective use of vehicles and staff resources in accordance with the objectives of the Service.</p> <p>Provide efficient and effective monitoring of performance of all staff including compliance with health and safety, environmental legislation and transport legislation. Manage a team of Supervisors and Operations Officers to ensure the development and application of the necessary policies, procedures and actions in pursuit of this objective.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Managing a Commercial Waste Collection vehicle fleet, nine Recycling Centres and 300 + Recycling Points.</p> <p>Managing a team of Supervisors and Operations Officers that are responsible for the delivery of commercial waste management services within FRS. This includes direct responsibility for work planning,</p>

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
SVQ Level 4 or degree in relevant discipline or equivalent experience that would demonstrate the standard of work required for the role.	✓	
Experience in Managing a multi skilled team or group of employees	✓	
CPC holder	✓	
	✓	

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>objective setting, performance evaluation, absence management, and disciplinary action. Responsible for 100+ employees.</p> <p>Setting a positive example in relation to behaviour, ensuring that employees, customers, contractors and others are treated with respect and empathy.</p>
<p>Work closely with other support teams (HR, Finance, Landfill Managers, Health and Safety, Fleet, Procurement) on staffing plans, schedules, compliance, budgets, vehicles issues and performance levels to enable the waste services and the broader Operations Team to deliver the Business Plan for FRS.</p> <p>Assist with the commercial development of the service.</p>

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Strong Leadership skills		
COTC Level 4 in landfill, waste treatment or transfer of waste.		✓
Member of professional body such as CIWM	✓	
Excellent organisational skills.	✓	✓
Flexible and adaptable to change.	✓	
Able to communicate at all levels with internal and external customers.	✓	✓
Ability to meet agreed deadlines	✓	
Motivator and leader	✓	
Ability to provide an efficient and effective service		
Significant experience in the strategic development and delivery of policies, procedures and processes in relation to operational management.	✓	
Significant experience in the management and reporting of data	✓	
Experience in the development and delivery of operations in relation to budgets and business plans	✓	
Significant experience logistics or vehicle management.	✓	
IOSH Managing Safely	✓	

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Direct, manage and control the operations of any project works of the commercial waste and associated services, whilst delivering an effective and efficient service offering
<p>Advising, and persuading senior managers and operational managers of the need to change, innovate or invest in new technologies, new processes or ways of working.</p> <p>Preparing and co-ordinating reports for the Service Manager and Senior Management Team, its Committees or working parties and to attend meetings and present reports when required.</p> <p>Manage Operations to ensure they support the delivery of, and align with the FRS Strategic Business Plan.</p>
<p>Broad management experience of a business or business unit with T/O in excess £4M including operations, CAPEX, P&amp;L and health and safety, within a water/waste/energy or heavy manufacturing/industrial environment essential</p> <p>Assisting with the monitoring of operational budgets and managing commercial operations with the aim to achieve financial targets.</p>

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Knowledge of contemporary waste management operations and technologies</p> <p>Significant experience in the development and delivery of operations projects and changes to services including managing the expectations of customers on large customer accounts.</p>	<p>✓</p> <p>✓</p>	
<p>Knowledge of contemporary waste management operations and technologies.</p> <p>Significant experience in the development and delivery of policies, procedures and processes in relation to Waste Management Operations.</p> <p>Excellent communication skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Knowledge of contemporary waste management operations and technologies</p> <p>Knowledge of budgets, accounts and profit and loss process and</p> <p>Strong commercial understanding of the waste Management industry or other relevant industry and have evidence of achieving budgets and/or delivering positive P&amp;L performance.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility		<b>E</b>	<b>D</b>
Lead, motivate and support a large team within a time-sensitive and demanding environment.	Excellent communications skills		✓	
Liaison with external regulatory agencies including the Health and Safety Executive, The Scottish Environment Protection Agency, VOSA and the Traffic Commissioner to promote FRS, share best practise and ensure compliance with relevant legislation. Should this level of engagement not be higher given this person is the Lead H&S.	Excellent communications skills Significant knowledge of health and safety vehicle and traffic legislation and environmental protection issues		✓	✓
Other activities in addition to the foregoing that are within the competencies of the post holder				
Undertaking all other duties as required for the role. Duties will be in line with the grade.				

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Range %</b>	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<b>Job Title of Specialist tasks</b>				

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
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"/>	

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## Additional Information – the following information is included in appendices:

The following information is included in appendices:

- Structure Chart

You will be expected to work in any location of FRS providing support as and when required to achieve the overall aims of the organisation, and you may be required to work outwith Fife where the needs of the organisation demand it.

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results

## To be completed by Human Resources, Finance and Corporate Services

Date created		Line Manager	
Date agreed		Job Analyst	
Date logged on iTrent		JE Ref No	