



Role Profile

SERVICE MANAGER (RESOURCE MANAGEMENT & COMPLIANCE)			
Reference No.	A4816	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Service Manager	Grade	FC11

Purpose
<p>Overall responsibility for two operational and three closed landfill sites, as well as a transfer station. This extends to the three operational facilities being developed into waste hubs for supply of suitable waste as fuel to Energy from Waste Plants.</p> <p>Responsible for compliance with the relevant environmental, health and safety and quality legislation, associated codes of practice, permits, licences and guidance documents.</p> <p>Have overall responsibility and accountability for the successful governance, management and development of the aforementioned sites, ensuring that all aspects of the operation are viable, efficient and effective thereby meeting the needs of Fife Council and our customers.</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>Leading and managing a designated team, making sure that strategies and priorities are set, service levels, customer satisfaction and operating margins (i.e. gross profit) are continually improved, and work plans deliver to agreed priorities.</p> <p>Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within and across teams in FRS.</p>	<p>Experience of managing staff, including management change, organisational development, supporting staff development and contribution management</p> <p>Ability to develop and execute service action plans to ensure ongoing capacity and capability to deliver team outcomes and support business needs</p> <p>Ability to think strategically with experience of translating strategy into deliverable plans</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Preparing strategic business plan for their business units that delivers the company's strategic priorities in the most efficient and effective way, including monitoring of their delivery.</p> <p>Monitoring and reviewing management systems, employee and contractor performance, including responsibility for managing employee absence, employee development, and disciplinaries up to dismissal, all in accordance with Fife Council Policies and Procedures.</p> <p>Ensuring that effective management systems and practices are in place to deal with risks sensibly, responsibly and proportionately by ensuring adequate resources are available, obtaining competent advice, and risk assessments are carried out with employees being involved in health and safety decisions.</p> <p>Leading the development of workforce planning, ensure the deployment of contribution management and general management of the team to support business needs.</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>Developing and maintaining good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.</p>	<p>Ability to manage conflicting demands</p> <p>Organisational skills Leadership skills; interpreting, shaping, aligning and inspiring people to achieve results</p> <p>Team working skills</p> <p>Team building skills</p> <p>Knowledge of Fife Council's Managing Change, Attendance Management, Disciplinary and Recruitment policy and procedures</p> <p>Communications skills</p> <p>Conflict handling skills</p> <p>High standard of personal and professional integrity</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Leading and managing a team that is responsible for the delivery of environmental compliance, quality management and data management activities within FRS.</p> <p>Leading, creating and promoting a culture of environmental excellence. This also includes compliance with the General Data Protection Regulation (GDPR).</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent, or relevant work experience</p> <p>NEBOSH Certificate in Environmental Management</p> <p>Detailed knowledge of the principles of Quality Management and Integrated Management Systems</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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<p>Developing and managing independently validated Quality Management Systems, including environmental systems.</p> <p>Ensuring that the review process examines the policy so that it reflects the organisation's priorities, plans, targets and actions to address weaknesses or shortcomings.</p> <p>Establish and maintaining appropriate business continuity arrangements for the areas of functional responsibility and contribute to business continuity plans across the Service as required.</p> <p>Reviewing operating practices and structures to identify high risk activities and business efficiency opportunities, and implement the required amendments to support continuous improvement.</p> <p>Preparing and co-ordinating reports for the Board, Chief Executive Officer, Senior Management Team, its Committees or working parties and to attend these meetings as required.</p> <p>Ensuring that all required records and information are maintained correctly. Use technical knowledge and expertise to analyse information, identify areas of potential concern and recommend options/solutions.</p>	<p>Experience in the development and delivery of Quality Management Systems</p> <p>Able to represent FRS responsibilities at Board, Council and stakeholder level</p> <p>Presentation skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Leading and managing a team that is responsible for developing and operating an exemplar resource management service, including the transition from landfill to a fuel supplier to Energy from Waste (EfW) Plants, in accordance with the Scottish Government's impending landfill ban on biodegradable municipal wastes. This includes the development and operation of Thornton Transfer Station and closed landfill sites, i.e. Kirkford, Balbarton and Meggieden.</p>	<p>5 years' experience at an appropriate level within the waste management industry or heavy industrial setting</p> <p>Knowledge of contemporary waste management operations and technologies</p> <p>Knowledge of Planning process, Waste Management Licences (WML) application process, modification</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Developing and implementing a quality control system to ensure compliance with the fuel specification for the EfW Plants.</p> <p>Ensuring the delivery of approved capital infrastructure projects on time and within budget.</p> <p>Drawing up of restoration plans for both landfills to ensure landfill gas capture is maximised, capping is completed and that compliance with the associated planning conditions is achieved.</p> <p>Optimising renewable heat and power production from site activities, whilst contributing to Fife Council's carbon emissions reduction agenda.</p> <p>Providing consistent, high quality, efficient, customer focused services that optimise the employment of physical, financial and employee resources, whilst ensuring that target operating margins (gross profit) are achieved.</p> <p>Ensuring that all activities are carried out in accordance with the requirements of prevailing environmental legislation, Pollution Prevention Control (PPC) Permits, Management Plans, Waste Management Licences (WML), Working Plans, Waste Management Licence Exemptions and Planning permissions.</p> <p>Ensuring a sampling regime is implemented for all inputs and outputs at the Council's Materials Recovery Facilities in accordance with the Scottish Environment Protection Agency's (SEPA) Materials Recovery Code.</p> <p>Ensuring that the Animal By-Products Regulations compliant hazard analysis and critical control points (HACCP), as approved by the Animal Plant & Health Agency (APHA), is complied with in all aspects.</p>		<p>applications, operating under a WML regime and of SEPA's compliance assessment</p> <p>Membership of Chartered Institution of Wastes Management, or other relevant body</p> <p>COTC: Managing Landfill/Transfer/Treatment Operations Biodegradable Waste (SVQ level 4/SCQF level 8)</p> <p>Knowledge of SEPA's Materials Recovery Code</p> <p>Knowledge of PAS 100 process and HACCP</p> <p>Knowledge of Animal By-Products Regulations HACCP</p> <p>Budget management experience</p> <p>Knowledge of the company's and Council's Standing Orders, Financial Regulations, guidance and approved codes of practice</p> <p>Knowledge of the company's Scheme of Delegation</p> <p>Knowledge of the waste and resource management industry, particularly the commodities market</p> <p>Customer service skills</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>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

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<p>Leading on the development of modifications to equipment and processes to improve operations for team and customers.</p> <p>Ensuring financial stability through the effective management of income and expenditure and implementing a monthly review with your team that allows FRS' business strategy to be implemented. Networking with key figures within the waste industry and developing new contacts to maximise the income opportunity of FRS/RES.</p> <p>Working with partner organisations as required.</p>			
<p>Ensuring compliance with statutory, regulatory and governance requirements in a heavily regulated sector, with particular focus on the management of health and safety and protection of the environment.</p> <p>Demonstrating strong effective leadership of health and safety within the business unit that is based around planning, monitoring, and reviewing health and safety management, especially as the waste industry's record proves to be of concern and rivals that of the construction and agriculture industries in terms of accidents and fatalities. Corporate manslaughter for the individual and/or the company is a genuine risk.</p> <p>Ensuring that the health and safety policy is an integral part of the business unit's culture and that the policy remains a 'live' document able to respond to health and safety issues and that this is communicated to all employees.</p> <p>Ensuring that effective management systems and practices are in place to deal with risks sensibly, responsibly and proportionately by ensuring adequate resources are available, obtaining competent advice, and risk assessments are carried out with employees being involved in health and safety decisions.</p>	<p>Comprehensive knowledge and awareness of relevant legislation and other statutory requirements, with particular focus on health and safety and environmental protection legislation, guidance and approved codes of practice</p> <p>Specific knowledge of HASAW Act, etc. 1974. Management of Health and Safety at Work Regulations 1999, including, Confined Spaces Regulations, Personal Protective Equipment at Work Regulations, Provision and Use of Work Equipment Regulations, Workplace (Health, Safety and Welfare) Regulations and Manual Handling Operations Regulations as amended</p> <p>Significant experience in the development and delivery of policies, procedures and processes in relation to Occupational Health and Safety and environmental protection and compliance</p> <p>Significant knowledge of health and safety and environmental protection issues</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Ensuring that monitoring and report mechanisms are relevant, which cover preventative information, audits, changes in procedures or processes and that procedures are in place to implement new legal requirements.</p> <p>Monitoring service quality and performance in relation to health and safety, environmental performance and data management, ensuring compliance to relevant legislation, standards and specifications, and FRS policy.</p> <p>Identifying and analysing the impact of developments in legislation, codes of practice and industry best practice in relation to health and safety at work and environmental protection, initiating the development of new or amended FRS strategies, policies, procedures, training programmes and actions as necessary.</p> <p>Advising, and persuading the Chief Executive Officer and Service Managers of the need to take actions in relation to environmental protection in the best interests of the organisation and its employees.</p> <p>Liaising with external regulatory agencies including the Health and Safety Executive, Revenue Scotland, Animal and Plant Health Agency and the Scottish Environment Protection Agency to promote FRS, sharing best practice and ensuring compliance with relevant legislation.</p> <p>Ensuring that all staff receive the relevant training to allow them to carry out their duties safely and effectively.</p>	<p>Ability to compile suitable and sufficient risk assessments and knowledge of process</p> <p>National Examination Board in Occupational Safety and Health (NEBOSH) General Certificate</p> <p>Delegation skills</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Ensuring the Council's obligations are met in relation to the Scottish Landfill Tax and the requirements set by Revenue Scotland by providing the Finance Manager with the relevant data.</p>	<p>Knowledge of The Landfill Tax Regulations 1996, The Landfill Tax (Qualifying Material) Order 2011, The Landfill Tax (Qualifying Fines) Order 2015, The Landfill Tax (Prescribed Landfill Activities) Order 2009, The Devolution of Landfill Tax (Consequential,</p>	<p>✓</p>	

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<p>Identifying and analysing the impact of changes to legislation and guidance in respect of Landfill Tax, and the development and updating of internal policies and procedures as necessary to ensure that Landfill Tax obligations of FRS and Fife Council are properly discharged.</p> <p>Ensuring that all pre-acceptance questionnaires for fines/sub-soils qualifying for lower rate Scottish Landfill Tax are checked and approved prior to accepting any waste. This also applies to Waste Characterisation Forms and supporting documents for any existing and new waste streams.</p> <p>Ensuring that the required loss on ignition tests are completed at the designated frequency for the relevant wastes.</p> <p>Ensuring the Council's obligations are met to allow Waste Data Flow and Quarterly Returns to be submitted to SEPA.</p> <p>Ensuring that a suitable data management system is developed, operated and maintained to satisfy the requirements of SEPA, Revenue Scotland and APHA.</p>	<p>Transitional and Saving Provisions) Order 2015, The Landfill Tax (Miscellaneous Provisions) Regulations 2018 and The Landfill Tax (Disposals of Material) Order 2018</p> <p>Completion of Hazardous Waste Classification and Advanced Waste Classification training</p> <p>Knowledge of Waste Data Flow</p> <p>IT skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.