



# Role Profile

Operations Supervisor – Waste Management			
Reference No.	I390.01	Type	Individual
Service	Assets, Transportation and Environment		
Job Family	Technical 6	Grade	FC6

Purpose
To provide front line supervision in Waste Operations. Ensuring targets and standards are met in the provision of the Service.

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
Ensuring that employees discharge their duties in accordance with Council and Service policies and procedures.	CMI SCQF Level 6 Award in First Line Management or equivalent Current valid driving licence Relevant health and safety training Experience in the delivery of waste management services Experience of working for a Local Authority IT skills (Embrace Technology and Information – See How We Work Matters Framework)	✓ ✓ ✓ ✓ ✓	✓ ✓
Plan and allocate resources to meet daily workload and reallocate in response to contingencies as they arise such as absences and breakdowns.	Experience in mentoring, training and development of team members (Working together)		✓

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Ensure employees are appropriately deployed and equipped including PPE and to supervise their daily activities. Driving to a number of locations each day following a route which minimises travelling time and maximises supervisory contact time.	Supervisory skills Organisational skills Ability to respond to and deal with changing priorities and situations Knowledge of health and safety legislation and codes of practice. Knowledge of different localities in Fife Knowledge of waste management practices and legislation. Knowledge of HR policies and procedures	✓ ✓ ✓	✓ ✓ ✓ ✓
Providing leadership and direction to allocated employees, including regular meetings with employees in a leading role, e.g. Chargehands, to monitor their delegated supervisory tasks.	Communication skills both oral and written	✓	
Assisting in interviews and setting targets in connection with the employee development process including providing regular 'hands-on' coaching in methods of service delivery to encourage and maintain good practises and ensuring up-to-date induction training is provided.	Ability to provide regular and effective service Ability to undertake work anywhere in Fife Experience in networking and liaising with stakeholders, customers, elected members and contractors	✓ ✓	✓
Carrying out all aspects of employee management including 'toolbox talks' maintaining attendance management targets in accordance with Council policies and procedures, absence notification procedures, return to work interviews and review meetings, visits and calls.	Positive and flexible attitude to job (Deliver results)	✓	
Ensuring employees complete all allocated paperwork, check its accuracy and address errors, monitor attendance and apply procedures in relation to timekeeping and unauthorised absences, administration of annual leave, monitor and maintain standards of			

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conduct, assisting in disciplinary and management investigations.  Assisting in the achievement of Service performance standards and targets, taking appropriate action to address underperformance.			
Allocating authorised overtime and standby duties, ensuring accurate and timely completion of attendance / payroll records and other claims.			
Assisting in the scrutiny of service support charges and providing estimates for chargeable work.			
Assist in the investigation and resolution of complaints. Respond to customer enquiries and requests including personal visits and calls as required. Provide advice and information to customers making use of services to ensure customers comply with terms and conditions of use.	Knowledge of Council procedures(Take ownership)		✓
Assist in the review of practices and procedures to improve service delivery, customer satisfaction and the effective use of resources.	Experience of delivering customer services (Focus on customers)	✓	
Driving to several locations each day and could also involve covering considerable distances on foot.			
Undertaking all types of risk, fire, safety audits and COSHH assessments in line with Service procedures and guidelines.  Ensuring accident reporting is done in line with procedures and assisting in accident investigations.			
Liaising with Fleet Operations to ensure operational availability of fleet vehicles and compliance with the Service Level Agreement and revising routing of vehicles where appropriate to maximise productivity.			
Ensuring compliance with EU and UK Domestic Drivers Hours Rules and assist in ensuring compliance with mandatory licensing and regulatory conditions linked to service operations.			

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Attend meetings with elected members and community council representatives, contributing to solutions to complaints and concerns, and taking ownership of outcomes.			
Ensuring security of buildings through the supervision of key holders or as a key holder, ensuring CCTV and security systems are kept operational and faults are promptly actioned.  Planning for and adjust service delivery routines during or following periods of disruption due to, for example, inclement weather, public holidays, etc.  Implement temporary suspension of service when required including the closure of facilities.			
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:			
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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"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

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"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>