



Role Profile

Team Manager (Waste Operations)

Reference No:	A4227		
Service:	Environment and Building Services		
Job Family:	Transportation/Roads/Waste	Grade:	FC9

Purpose

Reporting to the Service Manager (Waste Operations) you will be responsible for the delivery of the Domestic Waste and Street Cleansing function, and to fulfil a general management role across the Council's Environment & Building Services.

Specifically, to provide management support and direction for the Domestic Waste and Street Cleansing functions within an area environment, managing and monitoring performance within agreed frameworks.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Supporting the Service Manager by developing strategies and practices which support the Service's aims and values.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Educated to SCQF level 9, which includes a Degree or equivalent, Degree in Waste Management or recognised professional qualification appropriate to post or significant relevant experience

Management Qualification e.g. Degree in Management Studies i.e. post graduate degree.

Significant management experience in a Waste Management/Street Cleansing environment or other relevant field

E

D

✓

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E = Essential Criteria D = Desirable Criteria

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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
	Continued development of professional knowledge in a functional area	✓	
Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.	Experience of developing effective multi-agency/ partnership working	✓	
Promoting and fostering an ethos of effective partnerships and work across the Service and partner organisations to ensure a shared understanding and commitment to quality service delivery.	Experience and evidence of effective delegation	✓	
Contributing to the management of the Services revenue and capital budgets via regular monitoring, taking any corrective action as necessary and assisting on the prioritisation of the team budget.	Budget and financial management skills	✓	
Reporting regularly on revenue budgets to senior management and prepare monitoring reports etc. where required.			
Managing resources and ensuring that all resources, fleet, contractors, external agencies and recyclable/general waste is providing the most efficient contribution in terms of income and is best value.	Experience of improving standards	✓	
	Negotiating skills	✓	
	Experience of predicting resource constraints and overcoming obstacles		✓
Providing leadership and management and support for continuous review, improvement and development, implementing changes where appropriate to management and operational structures in line with changing objectives and resources and to ensure the efficient and effective use of resources across all areas of the Service.	Experience in supporting the management of change and performance	✓	
Developing and implementing effective means of communication and problem solving, ensuring that the results are analysed and applied to promote and maintain high standards of service delivery.	Communication skills both oral and written	✓	
Managing the operational staff in the Domestic Waste and Street Cleansing & functions within an area environment. Leading,	Team Building and leadership skills	✓	

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supporting, developing and integrating the staff operating within the Domestic Waste and Street Cleansing functions within an area environment, and to ensure efficient/effective delivery of service in line with Service objectives and targets.	Knowledge and experience of Domestic Waste and Street Cleansing in a functional area	✓	
Providing appropriate advice and to support Senior Management at both strategic and operational level in relation to the function.	Knowledge and clear understanding and working of professional and technical standards and values	✓	
Representing the Service as required on both internal and external working groups, external agencies, Area Committees, Community Councils, etc.	Knowledge and awareness of national developments	✓	
Contributing to the development of an effective service delivery plan for Domestic Waste/Street Cleansing within the Environment & Building Service.	Experience of supporting and delivering effective strategies to deliver organisational goals	✓	
Producing annual 'Team Improvement Plans' including defined objectives and targets, key results and outcomes, for all aspects of the relevant function.	Experience of team and/or partnership working	✓	
Ensuring recruitment for permanent, temporary and seasonal staff are based on service requirements and ensure all processes and procedures are in accordance with appropriate Council policies and procedures.	Experience in effective management of corporate procedures and policies		✓
Planning and management of all aspects relating to Health & Safety, including COSHH, Risk Assessments and PPE.	Evidence of taking action and key decisions	✓	
Ensuring regular monitoring updates are made to the Business Continuity Plan.	Knowledge and experience in Health & Safety, in a Domestic Waste environment	✓	
Contributing to and supporting the development of Domestic Waste and Street Cleansing performance and quality management, benchmarking, work resourcing and planning, and monitoring policies, procedures and frameworks. Manage the operation of them in designated areas.			
Supporting a range of community development initiatives and programmes and where appropriate take lead role regarding the planning, organisation and management of events.	Knowledge of the Political environment within which the Council operates	✓	

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	Presentation skills	✓	
Interpreting specifications, plans and drawings for projects to determine resources required.			
Ensuring that projects undertaken within Team Improvement Plans are relevant and specific.			
Promoting networks and partnerships in areas for fund raising sponsorship and other support for community projects.	Experience of taking a team approach and building relationships with colleagues, partners and customers	✓	
Liaising with both internal services and external contractors on a variety of matters including service provision, standards and property management.	Positive and flexible attitude to duties and responsibilities	✓	
Ensuring that the investigation and resolution of complaints are completed in a timeously manner in relation to the Councils policies and procedures.	Managing conflict and distress positively	✓	
Reviewing the practices and procedures to affect improved service delivery, customer satisfaction and more effective use of resources.	Broad management experience.		✓
Undertaking customer satisfaction surveys, report findings and recommend appropriate action.	Awareness and sensitivity to clients and customers' needs	✓	
	Evidence of accommodating user views with differing service priorities		✓
Preparing monthly plan with teams to allow Officers to allocate tasks accordingly and make the appropriate deployment of staff, vehicles, plant and equipment, ensuring that the daily processes of the function are seamless, effective and efficient.	Knowledge and understanding of the requirements that support corporate governance		✓
Providing for and supporting the development of Domestic Waste and Street Cleansing policies and strategy within the context of Fife Community and Service Planning framework across the service and in the context of the specific responsibilities of the post holder.			
Managing and monitoring the activities of consultants, contractors and others employed by the Service. Supporting and facilitating the	Knowledge of technical and professional standards across functional area.		✓

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establishment and management of cross-service and multi-agency partnership working.			
Managing budget and resource deployment (including staffing) within the context set by the Environment & Building Services Service Plan and key Street Cleansing & Waste Management policy initiatives.	Budget and financial management skills	✓	
Contributing to the development and management of sustainable high-quality service provision for the Domestic Waste and Street Cleansing Management functions, through the development of formal and informal networks and forums, taking lead role as appropriate e.g. with the Service Manager (Waste Operations) and Area Managers (Locality Support), Senior Managers, other Services, Community Planning Partners, Community and Voluntary Agencies, etc. In line with the strategic development of the service over a rolling 3 year period, assist in the construction of the Service Plan which reflects local areas and corporate priorities.	Experience and evidence of leading development and delivery of strategies to deliver organisational goals		✓
Assisting in deciding where significant departures from established policy or practice require to be made in order to make progress in the interests of the Council and its customers.	Experience and evidence of seeking and using opportunities to make teams, partnerships and people flourish		✓
Chairing appropriate local consultation forums and a variety of meetings.			
Preparing and presenting reports to area committees.			
Advising the Management Team of anticipated changes to legislation that could impact on the development and delivery of services.			
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Assisting in defining parameters and conduct strategic best value reviews.			
Identifying, developing and implementing systems and procedures which improve administration and business processes.	IT skills		✓

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Additional tasks or responsibilities – 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

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:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	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.