



Role Profile

TEAM MANAGER (WASTE MANAGEMENT)			
Reference No.	I355.01	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Team Manager 2	Grade	FC9

Purpose
<p>To lead and manage a team ensuring the delivery of a consistent, high quality and customer focused service that promote and implement the aims and values of FRS and Fife Council, and which meet or exceed customer expectations.</p> <p>Have overall responsibility and accountability for the successful governance, management and development of the business unit, ensuring that all aspects of the operation are viable, efficient and effective and meet the needs of Fife Council and customer base.</p> <p>To apply expert industry knowledge to analyse and resolve complex problems, providing innovative and practical outcomes that meet the needs of FRS, Fife Council and 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
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>Educated to SCQF level 9, which includes a Degree or equivalent, or equivalent experience</p> <p>Substantial experience at an appropriate level within the waste management industry or heavy industrial setting</p> <p>Knowledge of strategically thinking with experience of translating strategy into deliverable plans</p> <p>Experience of staff management of a team</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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	Team working skills (Work together - see 'How We Work Matters' Framework)	✓	
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.	Leadership skills Experience of supporting staff development Management skills Ability to provide a regular and effective service	✓ ✓ ✓ ✓	
Developing and maintaining good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.	Conflict handling skills	✓	
Monitoring and reviewing management systems, employee and contractor performance, including responsibility for managing employee absence, employee development, and disciplinaries up to Second Formal Warning, all in accordance with Fife Council Policies and Procedures.	Organisational skills Knowledge of Fife Council's Managing Change, Attendance Management, Disciplinary and Recruitment policy and procedures	✓	✓
Providing a number of waste treatment and disposal services, including landfill of non-hazardous and hazardous wastes, production of refuse derived fuel, composting of two PAS 100 accredited waste streams, processing of wood for biomass, treatment of leachate and surface waters, landfill gas collection systems, two recycling centres and storage/transfer facilities for a range of recyclates.	COTC: Managing Landfill Hazardous Waste (SVQ level 4/SCQF level 8) COTC: Managing Transfer Operations Biodegradable Waste (SVQ level 4/SCQF level 8) COTC: Managing Treatment Operations Biodegradable Waste (SVQ level 4/SCQF level 8)	✓ ✓ ✓	
Managing two waste management sites that provide the aforementioned services.	Customer service skills (Focus on customers) CPC National Road Haulage Operations	✓ ✓	✓ ✓

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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.	HNC in Sustainable Resource Management (SCQF level 7) Membership of Chartered Institution of Wastes Management		✓ ✓
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.	Knowledge of Planning process, PPC Permit application process, variation applications, operating under a PPC/WML regime and of SEPA's compliance assessment scheme	✓	
Developing additional landfill cells and other waste treatment infrastructure, as part of the capital plan.			
Demonstrating effective leadership in creating and promoting a culture of environmental excellence.			
Managing the work of the team to ensure the provision and co-ordination of services that meet the priorities and demands within the available resources.			
Optimising of vehicle, plant and operator efficiency of all facilities and processes.	Knowledge of Construction Quality Assurance systems, civil engineering, processing, hydrogeology and landfill gas Knowledge of PAS 100 process and hazard analysis and critical control points (HACCP)	✓ ✓	
Ensuring that the Animal By-Products Regulations compliant HACCP as approved by the Animal Plant & Health Agency (APHA) is complied with in all aspects.	Knowledge of Animal By-Products Regulations HACCP	✓	
Leading on the development of modifications to equipment and processes to improve operations for team and customers.	Knowledge and operation of site specific supervisory control and data acquisition (SCADA) systems	✓	

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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.	National Examination Board in Occupational Safety and Health (NEBOSH) General Certificate Comprehensive knowledge of relevant legislation and other statutory requirements, with particular focus on health and safety and environmental protection legislation, guidance and approved codes of practice Presentation skills	✓ ✓ ✓	
Demonstrating strong effective leadership of health and safety within the business unit that is based around planning, monitoring, and reviewing health and safety management.	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	✓	
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.			
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.	Knowledge of gases and the risks they pose within a landfill environment and the control mechanisms that can be used to mitigate risks Knowledge of compiling suitable and sufficient risk assessments and knowledge of process Experience in working in confined spaces	✓ ✓ ✓	

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Ensuring that monitoring and reporting mechanisms are relevant, which cover preventative information, audits, changes in procedures or processes and that procedures are in place to implement new legal requirements.	Delegation skills	✓	
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.			
Leading the Waste Management Officers and Operations Supervisors in the development of new and amended risk assessments, safe systems of work and standard operating procedures.	Communication skills	✓	
Demonstrating effective leadership in creating and promoting a culture of safety excellence.			
Providing leadership to employees, contractors and visitors in relation to health and safety and environmental compliance to ensure that activities are managed in such a manner as to minimise risk.	Team building skills	✓	
Planning and scheduling work activities for up to one year in advance, including management of an internal and external workforce, workforce planning, engagement and direction of contractors and the planning of financial and physical resources.	Organisational skills and proven staff management of a team, including contractors	✓	
	Technical knowledge of waste management infrastructure developments	✓	
	Evidence of supporting staff development	✓	
Monitoring and review of management systems, includes management of proprietary computerised SCADA systems that are unique to the facility and not supported by Fife Council IT professionals.	IT skills, including ability to manage specialist software that is not supported by Fife Council (Embrace technology and information)	✓	
Developing work programmes for projects, including monitoring, reviews and taking corrective actions.			
Developing and reviewing standard operating procedures and maintenance schedules for a highly complex, and potentially very dangerous industrial processes.			

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Managing project teams to deliver improvements to the design, construction and operation of the facility, and addressing critical, complex challenges, which may impact on health and safety and/or operational performance. The causes are not always clear, and delivering solutions may require application of novel techniques and technologies.	Project management skills Problem solving skills (Deliver results) Research skills	✓ ✓ ✓	
Liaising and negotiating with consultants, contractors and the technology intellectual property holder to assist in identifying the cause of operational problems, including the under-performance of key M&E equipment and infrastructure and to secure approval to modify aspects of the facilities and/or operation without affecting warranties or impinging on intellectual property rights.	Knowledge to manage conflicting demands Skilled negotiator (particularly in respect of relationships with contractors and customers) Initiative taking skills (Take ownership)	✓ ✓ ✓	
Liaising with the Scottish Environment Protection Agency (SEPA), Planners, consultants, contractors and other stakeholders.	Experienced in managing contractors	✓	
Assisting the Operations Supervisor and his/her team with a number of maintenance/servicing tasks within the sites, including confined spaces.	Confined spaces trained (CCNSG/FAAW)	✓	
Optimising the commercial opportunities of the site's various waste treatment services to maximise net income and minimise unnecessary expenditure.	Detailed knowledge of the capabilities and limitations of the facilities Detailed knowledge of the operational and output impact of changes to site feedstocks Detailed knowledge of market requirements in relation to compost quality and other waste output specifications Detailed knowledge of size and scale of regional market for compost and other waste streams	✓ ✓ ✓ ✓	

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Contributing to the development of the FRS Business Plan and the achievement of the key priorities and milestones contained therein.	Detailed knowledge of the commercial environment and the markets in which FRS operates Detailed knowledge of E.U., national and Fife Council strategies relating to waste Knowledge of E.U., national and Fife Council strategies relating to renewables Political awareness and requirements for public accountability in a public sector owned organisation	✓ ✓ ✓ ✓	
Contributing to the achievement of other relevant national and local strategies relating to Resource Management.			
Delivering performance outcomes that meet FRS, Fife Council and national targets.			
Contributing to the development of an annual revenue budget and leading on the management of an annual revenue budget.	Budgetary skills Financial management skills	✓ ✓	
Leading on the development of an annual capital budget and assisting the Service Manager in managing this budget.			
Developing and implementing initiatives that will both consolidate and expand the business base with the aim of exploiting opportunities as they emerge and maintaining and expanding the market share.	Detailed knowledge of relevant products and waste treatment equipment	✓	
Contributing to the development of Fife Council strategies relating to waste management.	Partnership working skills Proven achievements in specific areas of the resource/waste management sector or equivalent Experience in development and management of waste technologies and/or renewable technologies	✓ ✓ ✓	

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Developing a network of key contacts, which will support the future success of the business unit and the wider FRS, including potential new commercial customers, other local authorities and private waste management companies.			
Developing strong and effective working relationships with Fife Council, SEPA, APHA and other organisations where such links are of benefit.			
Leading on the research and application of new and novel resource management techniques and technologies to future proof the organisation in relation to national policy changes, legislative compliance and market advantage.	Business and technology analytical skills	✓	
	Market knowledge	✓	
	Knowledge of national policy relating to waste	✓	
	Commercial acumen	✓	
Managing and analysing performance levels for the Team, and developing and implementing solutions for continuous improvement.	Analytical skills	✓	
Ensuring that a robust performance monitoring framework is in place and that Statutory and Key Performance Indicators are reported accurately and timeously.	Initiating and managing continuous improvement	✓	
Ensuring that performance and quality assurance targets are developed, met and that operational teams strive for excellence in service delivery.	Evidence of driving change in designated area	✓	
Ensuring that all required records and information are maintained correctly. Using technical knowledge and expertise to analyse information, identify areas of potential concern and recommend options/solutions.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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

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:

- 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:

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