

Environmental Services Supervisor

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| Department | Recycling and Waste |
| Pay Grade | G5 |
| Responsible to | Environmental Services Manager |

Role Purpose

To provide initial first line management of all Litter and Cleansing employees assisting the Environmental Services Manager to deliver services in a safe and effective manner to achieve both departmental and corporate outcomes within Council Policy and guidelines as well as statutory services.

The role holder will work collaboratively as part of the overall management team, ensuring knowledge and skill sharing is carried out effectively to deliver and develop a high-performance culture within the service.

Direct Reports

- First line supervision of Litter and Cleansing Drivers and Operatives circa 24 employees

Role Specific Responsibilities / Accountabilities

- To be responsible for supporting the Environmental Services Manager in managing the operatives and vehicles in an efficient manner to ensure that the services required are delivered in a safe and effective manner.
- To work within flexible work patterns to cover 7 days per week operations.
- To monitor Health and Safety both in the depot and during operational working hours for the Litter and Cleansing teams ensuring safe working practices are adhered to at all times.
- To work collaboratively with the Environmental Services Manager when planning work for litter picking and road sweeping using traffic management ensuring any issues are resolved promptly and effectively.
- To be responsible for delivering training and briefings to employees, such as manual handling, reversing assistant and similar operational skills.
- To be the initial onsite response to fly tipping, litter and graffiti reports.
- To be responsible for conducting crew site visits, monitoring the work which has been carried out by the crews ensuring it is to an acceptable standard and any issues are rectified in the appropriate manner.

- To be present before the start of shift each morning and to be responsible for printing out daily work schedules and to resolve any operational issues that come to light.
- Responsible for assisting the Environmental Services Manager in dealing with abandoned vehicles ensuring the correct protocols are followed (remove).
- To deputise for the Environmental Services Manager as required.
- To follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required by the Environmental Services Manager.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Previous supervisory experience in an operational environment
- Previous Litter & Cleansing experience
- Customer Service experience
- Knowledge of Health & Safety Legislation in the workplace
- Good people management skills with the ability to meet changing demands
- Good communication skills with the ability to talk to a diverse range of audiences both verbally and in writing
- Good time management and organisation skills with the ability to be able to prioritise workloads to meet the changing demands of services
- Ability to produce a high standard of work within agreed deadlines
- Previous experience of ability to build and maintain relationships with a range of stakeholders
- Competent IT skills with the ability to learn and use different packages and systems
- Educated to NVQ L3 or equivalent with a good standard of spoken and written English literacy, along with numerical competency
- Full and current UK Driving Licence

Desirable Criteria

- Educated to GCSE Grade C or above in English and Maths
- Traffic Management Qualifications or willing to work towards as part of a training plan
- Previous experience of working within the Waste industry
- Mental Health First Aider (or willing to work towards)

Generic Employee Responsibilities / Accountabilities

- Engage and participate in delivering the corporate objectives of the council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the council's strategic objectives and Corporate Plan through the development of business plans.
- Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement changes to improve / enhance performance to continuously deliver improvements to services.
- Develop team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the council and so building a positive image of the organisation.
- Participate in the recruitment and management of team members, giving clarity regarding targets, standards and performance expectations. Review performance giving regular feedback and implementing solutions to address both high performance and poor performance. Before acting as recruiting manager you must partake in training on the council's recruitment processes.
- Ensure all team members, and new team members, including casual workers undertake mandatory training (Fire, Health and Safety, Data Protection and Safeguarding).
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, access to services and tackle discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to the council's operations.

- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Managing customer service
- Constructive customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be an excellent organisation
- Deliver continuous service improvement
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Support the team to work collaboratively
- Invest in our people for continuous improvement
- Support creativity and responsibility