

Job Description

Job title: Waste Management Services Manager

Post reference: NBH1192P

Grade: 12

Responsible To: Head of Neighbourhood Services

Job Purpose: To enhance the quality of life of Bassetlaw residents by providing high quality, customer focussed services to protect and improve the local environment, responding to legislative changes, planned housing and economic growth and council plan priorities. This includes working in partnership with other neighbouring authorities to reduce residual waste, reviewing and planning future service delivery to meet the requirements of the Environment Bill and improving the carbon efficiency of operations.

Key Responsibilities:

1. To effectively monitor and manage performance across Waste Management Services in line with service standards, targets and Council policies, whilst maintaining a positive working relationship with internal colleagues, members and external partners.
2. Lead and manage staff within Waste Management Services, ensuring compliance with, and consistent application of policies, procedures and legislation particularly in relation to human resources, health & safety, equality of opportunity and data protection.
3. To inspire, motivate and develop staff through regular communication, setting and agreeing clear objectives, managing performance, establishing training needs and consistent application of all human resources policies including sickness and disciplinary.
4. Review, develop and implement service delivery plans and policy in relation to refuse, recycling, street cleansing, glass and food waste, fly-tipping and fleet/transport, ensuring appropriate consultation and alignment with Council Plan priorities and objectives.
5. To ensure that appropriate forward planning is undertaken by identifying, analysing and interpreting complex information to enable the Council to respond to changing circumstances, new legislation and strategic priorities to deliver relevant, high-quality, cost-effective solutions across the service area.
6. Oversee customer feedback in relation to Waste Management Services, investigating complaints and ensuring a timely response to all stage 1 formal complaints in line with the corporate complaints process.
7. Work in partnership with colleagues from across the authority and with external partners across Nottinghamshire to develop and implement initiatives to reduce residual waste, increase recycling, reduce fly-tipping, enhance cleanliness of the public realm and minimise public litter.
8. Regularly review the facilities, resources and infrastructure at the Carlton Forest site advising on

requirements to provide an energy efficient working environment that meets the needs of Waste Management Services employees, overseeing any improvement works by property services and managing ongoing operations to keep the area well organised, clean and safe.

9. Work closely with relevant internal stakeholders to ensure compliance and operating resilience with all associated legislative requirements, including the Authority's 'Operator Licence and MoT Testing Station, whilst also driving financial and carbon efficiencies through a comprehensive review of the Council's fleet needs, regularly updating the vehicle replacement programme.
10. Effective budget and resource management across the service, including meeting monitoring deadlines, establishing new and increased sources of income, managing efficiencies and best value and where relevant securing external funding for service improvement.
11. Prepare and submit periodic reports detailing the performance of the department and providing strategy guidance for management decisions
12. Work closely with the Council's Corporate Communications team to respond to media enquiries and regularly promote waste reduction, recycling and service area achievements through a variety of channels to colleagues, members, residents and stakeholders.
13. Participate positively and effectively in the strategic and operational management of the Waste Management and Neighbourhoods Service Management Team and contribute to the wider corporate operational and strategic objectives of the Authority.
14. To consistently lead the adoption of best practises and regulation within Waste Management whilst supporting the same in the wider Neighbourhood team.
15. Champion innovation, improvement and development by driving forward business change and transformation, working with colleagues, members and external partners to improve service delivery performance, reduce carbon emissions and improve financial efficiency and commercial focus.
16. Provide relevant professional advice and support to the Head of Neighbourhoods, the Director of Regeneration and Neighbourhoods, other senior managers, colleagues and elected members of the Authority.
17. Attend as required, Committees, Sub Committees, Working Parties and represent the Council at other meetings as necessary.
18. Support the Head of Neighbourhoods in the development and implementation of the Council's Waste Minimisation Plan and the Nottinghamshire Waste Strategy and other service policies, procedures and strategies as required to support development of waste and recycling and street cleansing services.
19. Provide the Head of Neighbourhood Services with regular performance information on all relevant areas of activity and to produce Committee reports in line with corporate deadlines as requested.
20. Attend Council meetings and scrutiny groups as required and to represent the Authority at meetings with outside bodies locally, regionally and nationally on issues relevant to the post holders' remit, always promoting the best interests of the Council.

The post holder is required to carry out any other duties appropriate for the grade and responsibility level of the post.

The post holder will be required to comply with relevant legislation and in accordance with the Council's policies and procedures.

The post holder will be employed under the NJC Conditions of Service for Local Government Services.