

# Role Outline

*“To secure the Economic, Social and Environmental Wellbeing of the Vale”*

**Influencing & Leadership (Job Family)**

**level 4 model**

**Tier: N/A**

**Grade: L4**

This job family's main focus is to inspire, lead and engage others to perform to the highest possible standard, fulfilling personal potential.

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Lead a specialist administrative technical function or the delivery of an operational unit or complex project within a commercial environment. They are accountable for organising the delivery of a specific function, project or service to meet customer and commercial needs. The focus of the role is on the operational management/supervision of that function, project or service. The key role requirement is the management/supervision of resources (financial, physical and people) in order to deliver an effective and efficient service. They will contribute to the development of service policies and objectives and whilst focus of the role is on delivering high quality products and services, they will also be required to understand strategic objectives and vision and to work towards these goals. Jobholders have a responsibility to identify ways to continually develop and improve the customer experience for all ADVC clients. New commercial opportunities identified through contact with customers, will be actively pursued, and jobholders will proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use. In addition they will be required to work collaboratively with colleagues to improve customer service e.g. highlight opportunities for empowering customers further, lead multi departmental project teams. Roles at this level will get involved in day-to-day operational issues</p>	<ul style="list-style-type: none"> <li>▪ The jobholder needs a thorough knowledge of complex techniques and procedures for specialised systems, including the use of equipment and software.</li> <li>▪ Knowledge of customers, market and competitors.</li> <li>▪ The job holder needs to be able to make changes from first principles.</li> <li>▪ A sound knowledge is usually gained through extensive experience in similar roles or other roles where knowledge and skills are transferable.</li> <li>▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable, including literacy, numeracy and IT skills.</li> <li>▪ Skills required in this area are focused on the ability to inspire, lead and engage others to perform to the highest possible standards.</li> </ul>
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> <li>▪ The work involves activities and tasks that are specific in nature and objectives.</li> <li>▪ The work involves record keeping and processing of technical and customer information</li> <li>▪ There is a requirement for forward planning – the focus is on weeks and months ahead but there is a contribution to longer term development of the service/function/project.</li> <li>▪ Roles involve a continuous improvement approach with a drive for high performance.</li> <li>▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved.</li> <li>▪ The jobholder supervises or directs other employees as part of a multifunctional team including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A higher level of communication and influencing skills are required to inspire and lead others, solve organisational problems and initiate change.</li> <li>▪ Excellent verbal and written communication, with internal and external customers is a key requirement of the role</li> <li>▪ Ability to resolve a range of issues (sometimes complex and/or contentious) with customers or colleagues.</li> <li>▪ Ability to challenge poor performance and behaviour.</li> <li>▪ Ability to give regular and consistent feedback on performance supporting team in the application of any learning.</li> </ul>
Scope of Roles	
<ul style="list-style-type: none"> <li>▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result.</li> <li>▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new commercial approaches. Ideas for innovative solutions will be actively pursued.</li> <li>▪ Proactively manage and resolve customer issues through a range of channels.</li> <li>▪ The role is subject to managerial direction.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The jobholder provides a commercial service through the management or supervision of an administrative, technical or operational unit.</li> <li>▪ The role involves a wide variety of activities with clear short term objectives.</li> <li>▪ The role requires a “one council” approach to cost effective and commercial service delivery</li> <li>▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required.</li> </ul>



<b>Job Title</b>	Supervisor	<b>Tier:</b> N/A	<b>Grade:</b> L4
<b>Reports To</b>	Operations Team Manager		

### Responsibilities

This role is responsible for effective leadership and co-ordination of the day to day operation of the waste and recycling collection service in order to maximise the effective performance of the crew, vehicles and materials; focusing on the delivery of high quality services.

The role holder will provide effective shared support of a large team taking day to day supervision of at least 27 staff members. This will involve ensuring adequate resource, equipment supplies, contracts, administration and leading performance management, disciplinary investigations and operational supervision of the depot. The role will support the Recycling and Waste Management Team in the delivery of operational plans and projects, producing business intelligence and contract management support.

The role will risk assess operational activities and develop safe and effective work in conjunction with the Operations Team Manager. This will help ensure that waste management/environment license requirements are met. The role holder will be expected to devise appropriate procedural documents and training activities to support these practices. The role will deliver training to crews, developing a toolbox of training tasks to maximise the short training time available.

The role holder will work closely with the HR Co-ordinator to proactively manage employee issues and follow corporate HR processes such as absence management, discipline, grievances and salary administration. The role holder will also ensure that Drivers are relaying timely information back to the waste management team and completing the necessary vehicle safety checks, reporting their findings back to agreed timescales.

The role will support the development of newly qualified Supervisors, helping them to progress through the career grade. The role will support all other members of the waste management team, providing cover during absences and responding flexibly to peaks in demand.

### Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the managerial control.
- Given objectives and resources, jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

### Role Specific Skills/Knowledge

- In-depth knowledge of refuse & recycling and a good understanding of waste & trade refuse services
- Experience in performance managing a large team.
- Knowledge of health and Safety legislation, good practise and operational application
- Waste management Certificate of Technical Competence (Level 4 in Waste Management Operations) (Managing Transfer Hazardous Waste (4TSH) and continuing competence
- Ability to obtain the VOSA Transport Managers Certificate of Technical Competence (O license) within 12 months and continuing competence.
- Ability to obtain an HGV driving license within 12 months
- Strong people management skills and good understanding of employee relations principles and practise
- Ability to operationally manage services; plan, monitor and refine round structures; monitor income and expenditure against budgets; manage stock etc.
- Strong analytical skills; gathering operational & industry information & making well reasoned judgements
- Ability to effectively use a range of technology to support operational and management processes

### Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

### Specific Requirements

Staff	107 including crew
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*Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.*

Financial	0
<b>Role Specific Requirements</b>	
Hours	37
Working practices	Out of hours working may be required
Specific conditions	
Uniform/PPE etc.	PPE provided
DBS checks	No
Safeguarding level	No
Date prepared	March 2017

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