

**APPENDIX 6
ROYAL BOROUGH OF GREENWICH**

JOB DESCRIPTION

DEPARTMENT COMMUNITIES, ENVIRONMENT AND CENTRAL

POSTHOLDER

SECTION STREET SERVICES

GRADE SO1 - PO2

POST DESIGNATION - OPERATIONAL SUPERVISOR (CAREER GRADE)

This job description facilitates a career graded pathway from SO1 – PO2 over a period of 3 years for the role of Operational Supervisor. Key milestones should be met each year to enable incremental progression through the grades from SO1 to PO2, where all milestones should be met. Training requirements for each milestone will be advised by the line manager (Assistant Operations Manager).

Purpose of Job:

To be responsible to the Assistant Operations Manager for:

- i) the day-to-day management of the effective and efficient delivery of the full range of waste collection and street cleansing functions
- ii) for the direction and control of employees, vehicles and equipment required in providing these services
- iii) keeping senior management advised of service delivery issues and developments, and for formulating and recommending appropriate remedial action to address these

Manages up to 49 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

MAIN DUTIES SO1

Must be working effectively in the [GRADE SO1] role for a minimum of 12 months

1. To manage and give clear direction to allocated employees within Street Services. To be responsible for the effective utilisation and deployment of resources to achieve effective, efficient and value for money service delivery. To monitor the performance of resources at their disposal, take corrective action where issues are identified and to escalate to management where appropriate. To ensure that resources deployed deliver a high standard of service. To ensure the delivery and the provision of adequate management information to facilitate performance monitoring.
2. To supervise the Council's waste collection or street cleansing teams, creating a climate where recognition is given to good work performance and taking appropriate remedial steps, through advice, training, or action under the Council's Procedures to address poor or unsatisfactory performance.
3. To set an example to staff by developing a professional, courteous, and positive working environment ensuring staff are kept up to date with changes within the service and organisation. To ensure these changes are communicated effectively with staff.

In conjunction with the Assistant Operations Managers to develop health and safety and other toolbox talks and to deliver these to staff on a regular basis.

4. To apply the Council's Disciplinary Procedure in respect of all personnel supervised and to undertake investigations into breaches of the Council's Code of Conduct and Disciplinary Procedure, producing reports with recommendations for the Assistant Operations Managers/Operations Manager when required. To monitor sickness and absence levels, and to instigate corrective action while maintaining appropriate records.
5. To comply with the requirements of the Council's PRAD Scheme and to undertake regular team meetings/1-to-1's to ensure that staff training and development needs and service objectives are met.
6. To be responsible for the daily proactive monitoring of staff performance, compliance with health and safety guidance and the effectiveness of the services delivered by them. To give direction to Chargehands/crews accordingly, through team meetings, daily briefs, toolbox talks, 1-2-1's and the use of software such as whitespace to allocate scheduled work and any proactive/complaints that may impact on the service delivery. To carry out inspections and monitoring checks of Council assets as directed by operational managers.
7. To ensure effective issue and use of overtime, equipment, uniform, and other resources at their disposal to enable high standards and cost-efficient service delivery, with due consideration to service budgets at all times.
8. The post holder will be required to work, weekends and public holidays and out-of-hours, to meet the requirements of the service on a contractual overtime basis.
9. The post holder must have a full clean UK driving licence and be able to travel unaccompanied around the borough in the most efficient manner and to carry equipment between sites and appointments as necessary.
10. To undertake any other work appropriate to the level and general nature of the post's duties.
11. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
12. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
13. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

14. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.” (For managers and supervisors).
15. You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

ADDITIONAL DUTIES PO1

Must be working effectively in the [GRADE PO1] role for a minimum of 12 months

16. To investigate all accidents and incidents in accordance with the Council's and departmental policies and procedures. To ensure Driver and vehicle legal compliance is continually maintained by ensuring that activities that achieve this are undertaken (eg; daily vehicle checks, service schedules, licencing etc)
17. To ensure that staff are properly equipped and trained to carry out their tasks with the range of vehicles, equipment and materials at their disposal, and that they are used to maximum effect. To ensure the effective use of the service's Environmental Management System and other ICT systems on a daily basis including use by frontline staff and reportees.
18. Under the direction of the Assistant Operations Managers, to develop, implement and review domestic waste and recycling rounds, street cleansing beats and work schedules across the Borough utilising all ICT systems and software available such as route optimisation, Environmental Management System and tracking software.

ADDITIONAL DUTIES PO2

Must be working effectively in the [GRADE PO2] role for a minimum of 12 months

19. To organise the supply and delivery of containers to new developments in line with conditions set in planning applications in a timely manner and in a way which maximises recycling and minimises contamination. To liaise with Waste and Streets Advisors on effective and appropriate communication materials and other engagement initiatives.
20. To establish effective working arrangements with other RBG Sections/Services, partners, and contractors. To monitor the operational performance of partners/contractors performing elements of service on behalf of the Group and ensure quality of service is maintained.
21. To participate in the promotion of waste management and street cleansing initiatives and services with members of the public, schools, voluntary groups etc, in pursuance of the Council's environmental strategy.
22. To represent Street Services at meetings involving customers, client groups, service commissioners, service providers, Members, and intra-authority bodies etc) and provide appropriate information to these and other bodies, as appropriate. To liaise with the enviro-crime enforcement team to ensure that residents and businesses are

conforming with appropriate environmental legislation (eg; EPA, Duty of Care, Fly-tipping etc).

23. To keep abreast of regulations, directives, Council initiatives etc. affecting the public realm and provide advice and instruction to employees as appropriate and to participate in initiatives to evaluate and trial new approaches/machinery and provide the Assistant Operations Manager with the results of such initiatives.
24. To undertake selection interviews as directed and ensure employees receive the appropriate level of training to reflect the needs of Street Services.

Designation of Post to which Postholder normally reports:

ASSISTANT OPERATIONS MANAGER