



Job Profile

JOB TITLE: NYGL Civic Amenity Site Supervisor

GRADE: SO1

POST NO: post specific

JOB TIER: 5 (Non Manager)

DBS CHECK: None

DIRECTORATE: Residents Services

DEPARTMENT: Waste Services

REPORTING STRUCTURE

Reports to: NYGL CA Site Manager

Direct Reports: 0

Indirect Reports: Approx. 18

ROLE PURPOSE:

To supervise the day to day site operations at the CA site, ensuring that health and safety is at the forefront of the site's operation and promoting culture of putting our residents first.

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A. Job Description

1. Resident & Community Contribution

- To assist with the efficient provision of Council services to residents, businesses and the public through the services offered at the CA site.
- Liaise with members of the public and contractors on a day to day basis, providing assistance where appropriate and advice on the services provided at the site.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- This role has day to day supervisory responsibility for the delivery of services provided at the CA site via a combination of permanent staff and agency workers.

3. Customer Management

- Communicate with residents and Traders directly they visit the site.

4. Operational Service Delivery

- Deputise for the CA Site Manager as required.
- To be the first point of contact when dealing with customer complaints on site.
- Supervise the day to day activities of staff at the site ensuring that adequate resources are in place at each key location at all times to ensure the health and safety of all users of the site, working to a shift pattern to cover site operating hours.

- Supervise traffic control across the site.
- Cover weighbridge operation as and when required.
- Assess tip levels, monitor contamination and report any concerns/other risks to the NYGL CA Site Manager.
- Ensure the site's cleanliness is maintained at all times.
- Operate the site's mechanical shovel and other plant as required.
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- Report all accidents and incidents involving staff or member of the public in line with the Council's procedures.
- To assist the Site Manager with administration duties.
- Carry out annual PADA's with frontline staff
- Act as keyholder and be responsible for ensuring the site is vacated and locked securely at the end of each day.
- Ensure the maximum amount of recycling materials are captured and placed in correct bays/containers.
- Supervise and support any recycling initiatives such as a reuse shop, introduction of new recycling streams and any other recycling initiatives.
- To work in partnership with other departments and contractors, including WLWA, to improve recycling rates.
- Ensure all operational staff take their annual leave entitlement whilst ensuring the requirements of the service.
- To work in conjunction with recycling officers to ensure maximisation of recycling potential from the site.
- To minimise overtime requirements whilst maintaining the requirements of the service.
- Responsible for the effective maintenance of infrastructure, plant and machinery on site

3. Service Planning & Development

- Maintain knowledge of the current Team Plan, aligned to the Group / Service Plan(s), and be aware of own understanding of your contribution in order to ensure delivery of this plan(s).
- Be aware of Service Level Agreements (SLAs) and meet them.

4. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

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5. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

6. Contacts

- Primary contact will be with other officers within the Council, contractors and service users / residents, traders and their representative bodies.

7. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

8. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.

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B. Person Specification

NYGL Civic Amenity Site Supervisor

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Any waste or H&S qualifications		✓
Hold required training certification from driving and operating a mechanical shovel, 360 degree excavator and other plant		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Hold a current UK Drivers Licence or equivalent and have vehicle available for use at all times.	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working in a busy Civic Amenity site or similar location	✓	
Experience of working within a team	✓	
Experience of supervising a small multi-functional team	✓	
Experience of general administration	✓	
Experience of operating a weighbridge system		✓
Experience of working with a diverse range of customers/stakeholders, colleagues and contractors in a large organisation	✓	
Experience of differing recycling streams	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Understanding of all relevant health and safety legislation, national and local guidance relating to site operations		✓
Good verbal and interpersonal skills, able to work with a wide range of people at different levels within the Council and with the public	✓	
Ability to work flexibly in a busy public facing environment	✓	
ICT literate, able to work effectively with the Microsoft Office suite of applications	✓	
Able to work independently and as part of a team	✓	

Demonstrates a strong commitment to equality and diversity.			
5. COMPETENCIES		ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.		✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.		✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.		✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.		✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.		✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.		✓	