



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Waste Supervisor
GRADE:	POA
POST NO:	post specific
JOB TIER:	4 (Team Manager)
DBS CHECK:	None
DIRECTORATE:	Waste Services
DEPARTMENT:	Household Waste and Recycling

REPORTING STRUCTURE

Reports to:	Household Waste and Recycling Manager
Direct Reports:	up to approximately 30
Indirect Reports:	147

ROLE PURPOSE:

To supervise the day-to-day delivery of waste collection, recycling, and associated environmental services across the borough. The role ensures safe, efficient, and high-quality operational performance while maintaining a strong customer focus and supporting the Council's commitment to keeping the borough clean and providing excellent services to residents.

The postholder will lead operational teams, monitor service standards, manage performance, support workforce development, and ensure that all activities comply with legislation, council policy, and health and safety requirements.

A. Job Description

1. Resident & Community Contribution

- Ensure that waste and recycling services are delivered to a consistently high standard in line with the Council's vision of *putting our residents first*.
- Respond professionally and promptly to service requests, complaints, missed collections and operational queries raised by residents, Members and internal services.
- Support community-facing initiatives such as recycling campaigns, education activities, and local improvement projects.
- Promote positive behaviour change in relation to recycling, waste minimisation and environmental responsibility.

2. People Management

- Provide day-to-day supervision, leadership and motivation to a team of operatives and drivers.
- Supervise attendance, conduct, and capability issues in line with HR policies, escalating where necessary.
- Deliver regular toolbox talks, briefings and individual performance check-ins.
- Ensure staff receive appropriate training, including inductions, health and safety, vehicle checks, and new operational procedures.
- Create a positive team culture based on respect, high performance, accountability and safe working.
- Ensure effective communication with staff so they remain informed and engaged with service priorities.

3. Operational Service Delivery

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- Oversee daily waste and recycling collection activities including household refuse, recycling, food waste, bulky waste, and trade waste collections.
- Allocate staff, vehicles, routes and equipment to ensure efficient service delivery and maximise productivity.
- Monitor service levels through inspections, vehicle checks, GPS data and customer feedback.
- Act as the first point of contact for the Customer Contact Centre to resolve issues such as missed bins, contamination, access issues or service disruptions.
- Ensure all collections comply with statutory requirements, contract conditions, and environmental regulations.

- Manage vehicle pre-use checks and ensure defects are reported and resolved promptly.
- Liaise with fleet services, supervisors, other teams and external contractors to support smooth service operation.
- Maintain accurate records including timesheets, overtime, staff deployment, route changes and equipment usage.

4. Service Planning & Development

- Support the development and implementation of service plans, route efficiencies and operational improvements.
- Contribute insights to improve recycling performance, reduce contamination and enhance operational efficiency.
- Assist in planning and delivering seasonal initiatives (e.g., Christmas catch-up collections, garden waste schedules, adverse weather planning).
- Identify opportunities to modernise working practices, improve productivity or enhance customer experience.
- Assist in preparing operational data and feedback to inform service reviews and future planning.

5. Financial & Resource Management

- Ensure effective use of staffing, fleet and equipment to deliver value for money.
- Monitor overtime, agency use and resource allocation to remain within budget.
- Ensure purchasing is carried out in line with procurement rules and financial regulations.
- Report any emerging cost pressures, resource shortages or operational risks.

6. Continuous Improvement

- Monitor and evaluate operational performance, identifying opportunities for continuous improvement.
- Support change programmes, new technologies and modernisation initiatives such as digital reporting tools and in-cab technology.
- Lead small pilots or improvement projects to strengthen service delivery.
- Promote innovation, problem-solving and efficiency improvements within the team.

7. Contacts

- **Internal:** Waste & Recycling Management, Street Scene, Customer Contact Centre, Fleet, HR, Health & Safety, Finance, Communications.
- **External:** Residents, contractors, local businesses, partner organisations, other local authorities, equipment suppliers.

8. Additional Responsibilities

- Participate in emergency response activities, including severe weather events or major service disruptions.
- Provide out-of-hours support or standby cover when required.
- Undertake any other duties appropriate to the role and grade.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Staff performance & productivity metrics.

B. Person Specification

Waste Supervisor POA

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 ✓
ILM Level 3 or equivalent experience/skills/knowledge	✓	
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.	✓	
Experience of ensuring 'O' Licence requirements are adhered to in relation to service vehicles and their operation.	✓	
Experience of successfully supervising H&S issues within a large frontline operational workforce	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of successfully supervising a large team (of 30+)	✓	
Experience of performance based supervision, including challenging behaviour through regular meetings, achieving positive outcomes whilst maintaining effective working relationships and service delivery standards.	✓	
Experience of working in a customer focused resident facing service.	✓	
Experience of working closely with a variety of stakeholders and teams across an organisation and with external contractors/partners.	✓	
Experience of using information systems to store and retrieve data to develop schedules and programme and to monitor quality performance.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Good knowledge of current Health and Safety legislation	✓	
Knowledge of relevant waste services related legislation and statutory obligations, including 'O' Licence requirements.	✓	
Knowledge of quality assurance/quality management	✓	
Good ICT skills	✓	
Good verbal and written communication skills for dealing with a variety of audiences	✓	
Ability to collect and analyse data to provide effective management information	✓	
Ability to work independently and as part of a team.	✓	
Experience of supervising the operation of a borough wide service or equivalent.	✓	
Ability to co-ordinate route plans for waste services or similar service delivery.	✓	
Ability to work creatively and flexibly with others to ensure that service delivery standards are maintained.	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	✓	
<p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	✓	
<p>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.</p>	✓	
<p>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.</p>	✓	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development Takes action to develop own and others’ capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	