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| Job description |  |

**Refuse Supervisor – Refuse - GYS Ltd**

**Reports to** Refuse Assistant Manager and Waste & Street Scene Manager

**Working environment** Salary: £28,141.00 pa, 37 hours per week. The role is predominantly Tues-Fri, some additional Saturday & Bank Holiday working is required as the service specifies.

**Purpose of role**

Assist the Refuse Assistant Manager and Waste & Street Scene Manager with all management tasks associated within the refuse department. Coverage for Refuse Assistant Manager duties as and when required. Working across all Rounds/Crews as required for annual leave and absence cover. To assist, from time to time, with any street cleansing duties as directed.

**Key result areas**

The **Refuse Supervisor** reports direct to the **Refuse Assistant Manager** and will work in the following activity:

* **Domestic Waste Collection**
* **Garden Waste Collection**
* **Food Waste Collection**
* **Commercial Waste Collection**
* **Vehicle and Equipment Management**

**Corporate Responsibilities**

* + - * Absence management documentation accurately and effectively recorded. Reporting issues such as misconduct, etc to relevant departmental managers.
      * AM key distribution, allocation of available staff to rounds as per pre-planned rota and assigned missed bin documents to relevant refuse crew.
      * Management of front-line operatives through efficient delegation whilst maintaining positive relationships.
      * Effective and accurate completion of private meetings with all staff for return to work or one-to-one meetings, making sure all conversation is evidenced and sent to appropriate departmental managers. Planning to execute meetings prior to employees commencing work following absence.
      * Manage employee annual leave requests and usage, communicating any issues to relevant management and making sure all documentation is accurately completed and filed.
      * Assisting with stock management and rotation, receiving of goods inwards and allocating to correct departmental storage area.
      * Managing and providing responses to refuse complaints/requests via email and maintaining effective communication with customer service team to alleviate operational issues.
      * Maintaining company standards pertaining to GRPR at all times and adhering to company policies and procedures.
      * Conducting a minimum of five crew/operational performance checks weekly, making sure all actions and required follow-up is either completed or reported to relevant departmental management.
      * Accurate creation and completion of waste rotas, reporting any perceived issues to relevant management as required for operational purposes.
      * Assist with bin repairs/replacements as and when required, as the service dictates.
      * Must be prepared to cover front line staffing positions in the event of excessive sickness and/or absence.
      * Coverage for Refuse Assistant Manager during periods of absence, with full reporting duties to departmental managers as and when required.
      * Assist, from time to time, with any street cleansing duties as directed.
      * Always maintain a level of professionalism and respectfulness towards other members of staff and management alike.
      * Attend any training courses appropriate to the post and needs of the business.
      * Comply with all statutory Health and Safety regulations and the Company’s Health and Safety Policy and Safe Working Procedures, including the wearing of Personal Protective Equipment and official Company uniform.
      * Undertake any other duties as directed by your line manager.

**Management Information**

* **These may change subject to consultation with the postholder.**
* **This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Other Duties**

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

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| * **Person Specification** | | | |
| * **Category** | * **Requirement** | * **Essential or Desirable** | * **Assessment method** * **Application Form (AF)** * **Interview (I) Test (T)** |
| * **Experience/**   **Knowledge** | * Full UK Driving Licence with Category C entitlement. * Valid Driver Qualification Card/CPC. * Thorough understanding of relevant transport legislation including, driving hours and Working Time Directive. * Knowledge of employee Health & Safety obligations. * Experience of driving HGV vehicles. | * Desirable * Desirable * Essential * Essential * Desirable | * AF/I * AF/I * AF/I * AF/I * AF/I |
| * **Qualifications** | * Skills in customer care and the ability to communicate effectively. * Basic literacy and numeracy skills. * Knowledge of Health and Safety requirements. | * Essential * Essential * Desirable | * AF/I * AF/I * AF/l |
| * **Competencies** | * Able to work alone or as part of a team. * Ability to accurately carry out verbal and written instruction. * Ability to follow Health and Safety instructions. | * Essential * Essential * Essential | * AF/I * AF/I * AF/I |
| * **Personal Qualities and Attributes** | * Self-awareness. * Openness, honesty, and integrity. * Personal resilience. * Ability to work under pressure. * Fairness and consistency. * Capable of carrying out Manual Handling tasks associated with the post. | * Essential * Essential * Essential * Essential * Essential * Essential | * AF/I * AF/I * AF/I * AF/I * AF/I * AF/I |
| * **Behaviours:** | * Effective communication. * Working together. * Taking personal responsibility. * Putting Great Yarmouth first. * Respecting others. * People focused. * Embracing change. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential | * I * I * AF/I * AF/I * AF/I * AF/I * AF/I |