

Job Description

Job Title	Supervisor
Directorate	Neighbourhoods and Housing
Service Area	Recycling and Waste
Grade	SO2 SCP 26
Competency Level	2
Salary	£38,510
Job Type	Office Based
Location	Newton Road Depot
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	Not applicable

Job Purpose

To effectively supervise and coordinate operations within the service area ensuring the relevant policies and procedures are adhered to in order to deliver effective, quality and integrated services. To follow recognised good practices to deliver maximum efficiency, flexibility and value whilst also complying with the Council's statutory, regulatory, advisory and strategic responsibilities for the service.

Directly Responsible For:

HGV and Plant Driver Operatives, HGV Driver Operatives, Driver Operatives, Operatives

Directly Responsible To:

Service Manager

Main Areas of Responsibility:

- To proactively utilise and embrace technology to improve service delivery standards including the use of handheld devices and other associated software and equipment.
- To take responsibility for own safety and the safety of others, including both staff and members of the public, ensuring compliance with relevant Health and Safety legislation and the Council's Health and Safety Policies. To ensure compliance with health and safety standards through regular monitoring and audits.
- To identify risks associated with all operations and promote a positive health and safety culture within the Council.
- To plan in advance all scheduled and emerging work ensuring that the resources required are in place to deliver the service. To engage in effective communication both within and across services, ensuring any potential risks or service disruption are reported appropriately.
- To work under the direction of budget holders for the service within defined limits and to ensure that the service is operating in the most effective and efficient way to avoid unnecessary expenditure.
- To ensure that essential operational data is accurately captured and shared to ensure compliance with reporting deadlines, including completed work schedules and vehicle defect reports.

- To investigate service related customer requests and complaints, providing a response in accordance with prescribed timescales. To attend formal meetings, in order to discuss programmes, priorities and emerging issues as required by the service.
- To use software, data and intelligence to ensure compliance with prescribed standards and adherence to safe working practices.
- To carry out any other duties commensurate with the grade, salary, training, skill set and level of responsibility, that may be assigned from time to time in the interest of the service.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- To oversee, monitor, coordinate and supervise all operational staff fleet and equipment to ensure that agreed operating service standards are achieved.
- To contribute to effective staff supervision including sickness absence management, investigations, grievances, performance management and staff or group appraisals. Implement both service specific and Council initiatives in order to develop a highly motivated and efficient workforce.
- To undertake Toolbox Talks and skills assessments for operational staff to ensure a high skill level is achieved. To identify operational staff training requirements through the staff appraisal system and refer to the training team for delivery.
- To report and investigate accidents/incidents/near misses to ensure that claims are minimised and dealt with in accordance with the required policies and procedures.

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the Council, residents and communities

Physical Demands of the Job:

- In exceptional circumstances required to drive and operate vehicles up to and including HGV, dependent on licence held, which can include sitting in the vehicle for long periods of time
- In exceptional circumstances required to operate manual and mechanical plant and handheld equipment
- In exceptional circumstances required to lift and carry liquids up to 20 litres
- In exceptional circumstances required to pull, push and/or lift wheeled bins and items for collection, presenting such items to the vehicle using appropriate tools and safe manual handling methods and where appropriate safely operate the vehicle mechanism for loading and emptying and return receptacles to place of origin once emptied
- The job would include using a computer and sitting at a desk for prolonged periods of time
- To work in an outdoor environment all year round

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the Council a great place to work, living the Council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our Council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A commitment to working towards an industry specific qualification or equivalent relevant experience in a related discipline (eg commercial, cleansing, waste, environmental services, transport) (A/I)
- Full driving licence (A/I)

Experience

Essential

- Previous experience in a supervisory role (A/I)
- A detailed understanding or experience of working in a local government setting (A/I)
- Experience of working effectively with recognised partners and Trade Unions (A/I)

Desirable

- Commercial awareness
- Experience of writing high quality reports for a variety of audiences

Skills/Abilities

Essential

- Ability to manage prioritisation of tasks in order to deliver timely outcomes (A/I)
- Excellent planning, organisational and communication skills (A/I)
- Ability to manage plan and allocate appropriate resources within budget (A/I)

Desirable

- Methodical and well organised with the ability to produce quality work
- Ability to present issues in a rational and accessible way to a range of stakeholders
- Ability to analyse situations and identify and communicate issues and potential solutions
- Ability to manage and undertake risk assessments and to identify and communicate mitigation measures
- Ability to proactively assess and monitor internal processes and drive changes ensure compliance and deliver continuous improvement
- Ability to work autonomously, managing service outcomes and responding to competing requirements of a fast-paced service area
- Ability to demonstrate application of successful motivation and leadership of staff and the ability to coordinate the work of others
- Understanding of how to formulate costings for commercial activities and events

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

